



**New Employee Training Quiz
Questions for Student**

Store Operations

1. What is the #1 task of any garden center employee?
 - a) Water the plants
 - b) Take care of the customer
 - c) Stock the shelves
 - d) Sweep the floor

2. True or False: All customers prefer the same approach.

3. How do you deal with an irritable customer?
 - a) Stay calm
 - b) Ask questions to understand the situation
 - c) Listen
 - d) Ask for a manager's help if necessary
 - e) All of the above

Nursery Department

1. What is the difference between a perennial and a tree/shrub?
 - a) Only perennials have flowers
 - b) Perennials live longer than trees
 - c) Trees and shrubs have woody structures that persist and perennials die to the roots in fall and regrow in spring.
2. True or False: All trees and shrubs have the same growing requirements?
3. True or False: Planting trees and shrubs can increase a home's value by 15%.
4. More mature trees that are dug in the spring and have the roots protected are called
 - a) Balled and Burlap (B&B)
 - b) Dug and diapered (D&D)
 - c) Spaded and sacked (S&S)
5. What is the most important maintenance chore after planting?
 - a) Watering regularly
 - b) Adding high nitrogen fertilizer
 - c) Wrapping tree trunks and leave it on for 5 years
 - d) Pile extra soil on top of the root ball
6. True or False: All trees can be handled by yourself

Hardgoods Section Questions

1. What is the difference between potting soils and soil amendments?
 - a) Potting soils are always kept inside the store
 - b) Potting soils will improve clay soils
 - c) Potting soils are ready to use as is. Soil amendments are used to improve existing soil, such as in a garden or raised bed.
 - d) Potting soil never needs to be amended
 - e) All of the above

2. Why should mulch be used in the garden?
 - a) to help suppress weeds
 - b) to reduce splash back from irrigation
 - c) to stabilize soil temperature
 - d) to optimize moisture retention
 - e) All of the above

3. What do the letters NPK represent on a fertilizer bag?
 - a) These are micronutrients.
 - b) the Percentage of Nitrogen, Phosphate, Potash available.
 - c) Boxed, bottled and bagged products list NPK differently.
 - d) A general-purpose fertilizer will not meet most plant's nutrients requirements.
 - e) All of the above

4. What does the Department of Agriculture require the customer to do when using a pesticide?
 - a) Apply on a windy day so the product goes further.
 - b) Always follow the directions on the label
 - c) Spray early
 - d) Always spray close to ornamental flowers and shrubs for best results
 - e) All of the above

Turfgrass

1. The key to a healthy lawn all season long is to:
 - a) Fertilize regularly
 - b) Aerate
 - c) Mow frequently
 - d) Water when the lawn takes on a grey cast
 - e) All of the above

2. True or False: Lawns need to be watered every day to stay green.

3. What things are important when it comes to mowing lawns?
 - a) Mow when the grass is dry
 - b) Mow during the coolest part of the day
 - c) Vary the pattern mowing to mowing
 - d) Mow high and frequently
 - e) All of the above

4. True or False: Every Fall is the best time to seed a lawn

Houseplants:

1. True or False: When re-potting a house plant the new pot should be approximately 1-3 inches larger in diameter.
2. True or False: Having houseplants can improve the air quality in your home.
3. True or False: The most common way to kill a plant is by overwatering and not allowing the roots to get enough oxygen in between watering.
4. True or False: All houseplants need direct sun.

Annuals

1. True or False: Annual plants complete their life cycle in one growing season but can bloom all spring and summer with proper care.
2. True or False: Fertilizing annual flowers isn't helpful for better plants and flowers.
3. True or False: When planting annual flowers, it's okay to bury the top of the root ball 6 inches deep.
4. True or False: When selling annual flowers, the most important question to ask is how many hours of direct sunlight will the area receive?
5. It's generally safe to plant most annual flowers when the temperature is consistently over:
 - a) 20 degrees
 - b) 40 degrees
 - c) -10 degrees
 - d) 0 degrees

Vegetables/herbs:

1. True or False: Herbs and veggies can be grown in the ground as well as containers.
2. True or False: There are many herbs, vegetables, and fruits that are perennial in Colorado and come back year after year with proper care.
3. True or False: Potting soil should be used in the ground.
4. True or False: A pesticide feeds plants.