
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Janitor I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. CUSTODIAL SKILLS (16 Questions)

Employees in this job are required to operate and repair equipment such as floor scrubbers, buffers and rug shampooers. Janitors are also expected to empty wastebaskets, dust furniture and maintain restrooms. This section tests your knowledge of janitorial equipment, supplies and their application. Test question topics include:

- Effective methods for cleaning woodwork, windows, bathroom fixtures, tile floors; etc.;
- Carpet stain removal techniques;
- Proper use and care of cleaning equipment.

II. SAFE WORK PRACTICES (10 Questions)

Employees in this job must be familiar with hazard prevention practices in order to avoid accidents. This section tests your ability to recognize and prevent or resolve hazardous situations. Test question topics include:

- Proper lifting techniques;
- Proper equipment operation;
- Proper chemical storage.

III. READING COMPREHENSION (14 Questions)

Employees in this job are required to read and follow cleaning solution directions and Manufacturer's Safety Data Sheets. Thus, the ability to read and understand written information is critical to the successful performance of the janitor job. This section tests your ability to read and understand chemical solution instructions commonly used in janitorial jobs by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

IV. WRITTEN INSTRUCTIONS (10 Questions)

Employees in this job must be able to read and follow instructions in order to successfully complete their assigned tasks. Work instructions are sometimes given in written form rather than in verbal form. This section tests your ability to read, interpret and follow written procedures and correctly answer questions related to each set of instructions. The instructions given are representative of those encountered on the job.

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V. INTERPERSONAL RELATIONS

(10 Questions)

Employees in this job must have a good working relationship with both coworkers and the public in order to be a successful employee. Janitors often come in contact with the public on job sites. Therefore, they must exhibit courtesy and helpfulness in order to make the best possible impression on the public. This section tests your ability to effectively interact with the public and fellow employees. Test question topics include methods to:

- Effectively respond to questions posed by the public;
- Promote a positive relationship with a supervisor and coworkers;
- Promote a favorable impression of the agency and state employees among the general public;
- Resolve situations that include individuals who are upset or hostile.