

*City and County of San Francisco, Department of Human Resources
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***CUSTODIAN AND PORTER
CANDIDATE HANDBOOK***

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PURPOSE

This handbook is designed to provide candidates with general information regarding the custodian and porter examination process. The handbook consists of useful information to help candidates prepare for the examination.

OVERVIEW OF CUSTODIAN AND PORTER EXAMINATION PLAN

The content of the new examination plan is based on the job tasks, and knowledge, skills and abilities determined to be critical to overall successful job performance.

The custodian and porter examination plan consists of 7 knowledge, skill and ability areas. Each of the 7 KSAs are defined in this candidate handbook. It is important that candidates prepare for the examination by studying the custodian and porter examination plan.

EXAMINATION ITEMS

The custodian and porter examination contains approximately 74 multiple-choice items. You will have approximately 3 hours to complete the examination. There is only one correct answer for each item. The “incorrect” answers are typically common errors and misconceptions, true but not relevant statements, or incorrect statements.

SAMPLE TEST ITEMS

Below are sample test items that allow you to understand the type of questions that will be asked, as well as, the formatting of the questions in the examination. These sample questions will not be included on the examination. They have been included in the handbook for you to use as a reference. Please note there are not sample questions for all KSA content areas of the test. However, each item included in the examination will be multiple-choice, include a question and four responses. There is only one correct answer per question. The correct response for each of the sample questions below is bolded and italicized.

Sample Items: Routine Cleaning Functions

When should a custodian/porter dust a work area?

- A. Right after mopping
- B. Right before mopping
- C. An hour after sweeping
- D. Right before sweeping***

A custodian/porter is mopping a large floor area in a building and will need to rinse the mop in the soapy water. How often should the water be changed?

- A. Every time the custodian rinses the mop
- B. Every other time the custodian rinses the mop
- C. When the water appears to be dirty***
- D. When the custodian is finished mopping the floor

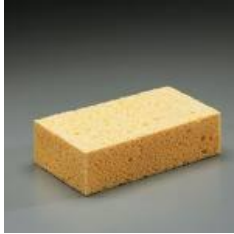
Sample Item: Deep Cleaning Functions

What method should be used to deep clean carpet?

- A. Carpet extraction***
- B. Shampoo the carpet
- C. Spot clean the carpet
- D. Soak the carpet with detergent

Sample Item: Tools and Supply Use

What tool should be used to clean a window?



A. Sponge



B. Flat brush



C. Round brush



D. *Squeegee*

Sample Item: Ethics

While cleaning an office area a custodian/porter finds a paper on the floor that says *Confidential*. How should the custodian proceed in this situation?

- A. The custodian/porter should throw the paper away since it was on the floor.
- B. *The custodian/porter should pick up the paper when cleaning but place it back where it was when finished cleaning.***
- C. The custodian/porter should put the paper through a shredder to ensure confidentiality.
- D. The custodian/porter should keep the paper to ensure confidentiality until the owner asks for the paper.

CUSTODIAN AND PORTER EXAMINATION PLAN

The following pages contain detailed information regarding the custodian and porter examination content and examination weight. A definition of each KSA is provided. It is important for candidates to use this section as a study guide, because each item in the examination is linked to this content.

KSA#	KSA CATEGORY	KSA WEIGHT
1	ROUTINE CLEANING FUNCTIONS - Knowledge of, and ability to apply practices, procedures and methods used to perform routine cleaning functions (e.g., dusting, sweeping, mopping, vacuuming) in building areas such as office spaces, lobbies, cafeterias, classrooms, gymnasiums, clubhouses, locker rooms, stairways, hallways, shop areas, auditoriums and/or other related building areas.	26%
2	DEEP CLEANING FUNCTIONS - Knowledge of, and ability to apply practices, procedures and methods used to perform deep cleaning functions (e.g., scrubbing, waxing, carpet shampooing and upholstery cleaning) in building areas such as office spaces, lobbies, cafeterias, classrooms, gymnasiums, clubhouses, locker rooms, stairways, hallways, shop areas, auditoriums and/or other related building areas.	16%
3	RESTROOM CLEANING - Knowledge of, and ability to apply practices, procedures and methods used to clean restroom facilities, including the ability to use disinfectant and/or chemical/germicidal cleaners.	11%
4	EQUIPMENT USE - Knowledge of, and ability to operate equipment (e.g., scrubbers, buffers, wax applicators, burnishers, carpet extractors, pressure washers) following standard departmental operating procedures and policies to minimize potential hazards associated with inappropriate use.	9%
5	TOOLS AND SUPPLY USE - Knowledge of, and ability to use tools and supplies properly when cleaning building areas, including the knowledge and ability to clean tools, supplies and equipment to ensure they remain in good working condition.	10%
6	SAFETY - Knowledge of, and ability to apply safety laws, rules, methods and procedures when cleaning building areas and disposing of hazardous materials, including applying applicable OSHA regulations.	20%
7	ETHICS - Knowledge of, and ability to apply ethical standards when cleaning building areas	9%

OVERVIEW OF EXAMINATION DEVELOPMENT PROCESS

The following information is provided for those interested in understanding the examination development process used for the custodian and porter examination.

The development of the custodian and porter examination program began with a job analysis study, most recently completed by Recruitment and Assessment Services, Department of Human Resources in 2009. A job analysis is a method for identifying the tasks performed on a job and the knowledge, skills, and abilities (KSAs) needed to perform that job.

The results from the job analysis study form the basis of the custodian and porter examination, demonstrating that the examination is job-related. The 2009 job analysis evaluated custodian and porter classifications used in the City. A group of subject matter experts (SMEs) (e.g., Supervisors of custodians and porters) from each of the City departments who employ these classes received a questionnaire consisting of job tasks and knowledge, skills, and abilities. In the questionnaire the SMEs were asked to rate the job tasks on how often they are performed and how critical they are to overall successful performance on the job. They were also asked to rate the knowledge, skills, and abilities on whether they are expected at entry into the job and to what degree and how critical is the knowledge, skill, and ability to overall performance of the job. These SMEs then established the content of the new examination plan based on the job tasks, and knowledge, skills, and abilities determined to be critical to overall successful job performance, therefore, forming a valid custodian and porter examination plan.

The custodian and porter examination is developed and maintained by Recruitment and Assessment Services (RAS), Department of Human Resources. RAS staff is trained to develop and analyze classification examinations. RAS staff conducts item writing and review meetings with subject matter experts (e.g., Current incumbents and/or supervisors of the custodian and porter classifications) and performs item analysis to validate the content of the examination. All of the items in the examination have been written and reviewed by subject matter experts and are based on the job-related knowledge, skills, and abilities contained in the examination plan.