

*City and County of San Francisco, Department of Human Resources
1 South Van Ness Avenue, San Francisco, CA 94103*



CUSTODIAN AND PORTER CANDIDATE HANDBOOK

2011

CONTENT OUTLINE

PURPOSE.....3

OVERVIEW OF CUSTODIAN AND PORTER EXAMINATION PLAN3

EXAMINATION ITEMS.....3

SAMPLE TEST ITEMS4

CUSTODIAN AND PORTER EXAMINATION PLAN6

OVERVIEW OF EXAMINATION DEVELOPMENT PROCESS7

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 8 knowledge, skill and ability areas. Each of the 8 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 75 multiple-choice items. You will have approximately 2 1/2 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.

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. An hour before sweeping.**

Correct Answer: D

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.

Correct Answer: C

Which of the following is of greatest value in taking care of toilets?

- A. good disinfectant**
- B. good deodorant
- C. Fresh air and sunshine
- D. Thorough cleaning

Correct Answer: A

Sample Items: 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.

Correct Answer: A

Chewing gum can best be cleaned from floors with:

- A. Soap
- B. Steel wool
- C. Salt
- D. Putty knife

Correct Answer: D

You're asked to clean blood spill, first you?

- A. Put on protective gloves
- B. Leave it for the night crew
- C. Draw a chalk line around it
- D. Wipe it up with a sponge

Correct Answer: A

What area of restroom cleaning is the most neglected?

- A. Beneath urinals
- B. Floor drains
- C. Ceiling vents
- D. Grout

Correct Answer: B

PPE is?

- A. Phone Personnel Emergency
- B. Personal Protective Equipment
- C. Public Plumbing Egress
- D. Partial Physical Education

Correct Answer: B

Window glass should not be cleaned with:

- A. Water and alcohol solution
- B. Water
- C. Windex
- D. Sandsoap

Correct Answer: D

In dusting an office the best procedure is to:

- A. Dust high surfaces first, and then other flat surfaces
- B. Dust vertical surfaces first then flat surfaces
- C. Dust vertical surfaces and then high surfaces
- D. Dust vertical surfaces daily and flat surfaces weekly

Correct Answer: A

Team lift is?

- A. Holding objects closely to your body
- B. Lifting a heavy object using 2 or more people
- C. Lifting with both hands rather than one
- D. None of the above

Correct Answer: B

You are injured at work, what do you do?

- A. Keep working
- B. File an accident report right away
- C. Put on gloves
- D. Shrug it off and tell nobody

Correct Answer: B

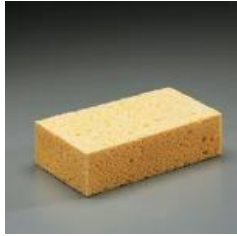
When emptying ash trays, it is most important to:

- A. Avoid dust
- B. Dust the ashtray after emptying
- C. Extinguish embers
- D. Return ash tray to its proper spot

Correct Answer: C

Sample Items: Tools and Supply Use

What tool should be used to clean a window?



A. Sponge



B. Flat brush



C. Round brush



D. Squeegee

Correct Answer: D

Bloodstains can usually be removed by soaking the stained article before washing in:

- A. Hot water which contains a few drops of ammonia
- B. Hot water and soap
- C. Cold or tepid water
- D. Vinegar and soap

Correct Answer: A

Most daily cleaning of floor surfaces is done with a:

- A. Dust mop
- B. Push broom
- C. Vacuum cleaner
- D. Carpet sweeper

Correct Answer: B

All except which of the following are damaging to marble floors?

- A. Alkalis
- B. Salts
- C. Oils
- D. Neutral soaps

Correct Answer: D

When working on wet floors with an electrically powered tool, additional safety against electric shock can BEST be provided by:

- A. A longer electric cord
- B. AC-DC converter
- C. Rubber gloves
- D. Loose clothing

Correct Answer: C

When changing brushes on a scrubbing machine, the first step to take is to

- A. Lock the switch in the off position
- B. Be sure the power cable electric plug supplying the machine is disconnected from the wall outlet.
- C. Place the machine on top of the positioned brushes
- D. Dip the brushes in water

Correct Answer: B

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.

Correct Answer: B

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.	22%
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.	13%
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.	10%
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.	8%
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 AND SECURITY - 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, and to recognize and take appropriate action in situations that may pose a risk to others.	20%
7	CUSTOMER SERVICE AND HUMAN RELATIONS – Ability to provide information and assistance to customers, and to interact effectively with co-workers, supervisors and others.	12%
8	ETHICS - Knowledge of, and ability to apply ethical standards when cleaning building areas	5%

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 custodian's and porter's) 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 scoreable 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.