COVERALL FRANCHISED BUSINESS CERTIFICATION TEST

CLASS 1 – WELCOME TO THE COVERALL SYSTEM

Name: ______________________________________________________     Date: ___________

Pick the one, best answer for each question.

**ORIENTATION**

1. The Coverall Program removes the maximum amount of soil and _______.
   a. Germs
   b. Soap
   c. Time
   d. Water

2. Coverall Franchised Businesses are independently _______ and operated.
   a. Owned
   b. Cleaned
   c. Timed
   d. Completed

3. Happy _______ are your business!
   a. Germs
   b. Instructors
   c. Customers
   d. Values

4. After you successfully complete the Initial Training Program, you will earn your Coverall _______ Certification.
   a. Advanced Selling
   b. Core 4
   c. Hard Floor Care
   d. Carpet Care
5. As you run your business you will wear three hats: business owner, _______ and employer.
   a. Franchisee
   b. Franchisor
   c. Employee
   d. Lawyer

6. Your relationship with Coverall is governed by the _______.
   a. U.S. Constitution
   b. Training Workbook
   c. Phone Book
   d. Janitorial Franchise Agreement (JFA)

7. The _______ is a summary of the JFA as it applies to day-to-day business interactions between your company and Coverall.
   b. Communications Manual
   d. Janitorial Franchise Agreement (JFA)

8. Your Initial Guarantee period begins on the date that you _______.
   a. Sign your Janitorial Franchise Agreement (JFA)
   b. Purchase your Starter Kit
   c. Complete the Initial Training program
   d. Begin servicing each customer

9. Coverall encourages you to find opportunities to propose additional services, Special Services and supplies to customers.
   a. True
   b. False

10. After your Initial Business is fulfilled, Coverall may offer you _______ Business. A 50% down payment is required, and financing is available for the remainder.
    a. Additional
    b. Initial Guarantee
    c. JFA
    d. Training

11. You will pay 5% of your gross monthly dollar volume as your _______ Fee for use of the Coverall brand, and 10% as your _______ Fee.
    a. Finder’s, Royalty
    b. Support, Royalty
    c. Initial, Royalty
    d. Royalty, Support