

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 1 – Basic Principles of Plant Growth and Development

1. What is the function of the vascular cambium, xylem and phloem?
 - A. To transport water and nutrients throughout the tree
 - B. System in which plant transpires
 - C. Transports chlorophyll from leave to roots
 - D. Where the plant houses the nutrients
2. How does transpiration benefit the plant?
 - A. Excessive transpiration will cause leaves to wilt
 - B. As it loses water it pulls nutrients into the roots
 - C. Causes the leaves to absorb more sunlight
 - D. Reduces compaction in the soil
3. What is the purpose of photosynthesis?
 - A. Controls the upward movement of nutrients in the plant
 - B. Increases oxygen in the soil
 - C. Process of storing food for the plant
 - D. Produces food for the plant
4. Why do roots need oxygen in the soil?
 - A. Aids in fruit development
 - B. Allows for better transpiration in the roots
 - C. Gives the roots more sunlight thus aiding them in photosynthesis
 - D. To aid in respiration process
5. Environmental factors affect what basic plant processes?
 - A. Respiration
 - B. Transpiration
 - C. Photosynthesis
 - D. All of the above
6. How does girdling kill a tree?
 - A. Reduces the amount of light the tree lets in
 - B. Affects the tress transpiration process
 - C. It does not allow water to get to the roots
 - D. Disrupting to movement of food from leaves to roots
7. Why is it harder to transplant tap rooted plants?
 - A. Taproots have larger cluster of roots
 - B. Taproots have fewer overall roots
 - C. Taproots need more water
 - D. None of the answers above
8. The function of meristem tissue is to stay nonspecialized and retain the capacity for rapid cell division.
 - A. True
 - B. False

9. Under what circumstances might a zone 4 plant be killed in a zone 5?
- A. Was not able to tolerate the increased precipitation in zone 5
 - B. The plant did not go through the acclimation process
 - C. It could not tolerate the colder temperature of zone 5
 - D. Plant was not able to tolerate the temperatures produces on the north side of the building
10. What are the primary life cycles of plants?
- A. Annual
 - B. Triannual
 - C. Perennial
 - D. Both A and C
11. What is the difference between herbaceous and woody perennials?
- A. Woody perennials regrow from stems, herbaceous regrow from hardy root systems
 - B. Herbaceous perennials regrow from seeds every year, woody perennials regrow from stems.
 - C. Herbaceous perennials must be replanted every year, woody perennials regrow from stems.
 - D. Woody perennials hold their leaves throughout the winter, herbaceous perennials lose their leaves.
12. What is photoperiodism?
- A. Process of water uptake
 - B. Processes the plant uses to create food
 - C. Plants response to the amount of light plant receives daily
 - D. Process of water loss
13. The process by which a plant stops active growth and develops the capacity to survive freezing temperatures is?
- A. Cold acclimation
 - B. Warm acclimation
 - C. Drought
 - D. Deep freeze
14. What element is important in the production of chlorophyll in the leaf?
- A. Mercury
 - B. Iron
 - C. Zinc
 - D. Nitrogen

15. In the process of _____, the leaf uses energy from sunlight to fix carbon dioxide from the atmosphere and water into sugars.
- A. Respiration
 - B. Transpiration
 - C. Photosynthesis
 - D. Pollination
16. Tissues that conduct various substances in liquid form are _____.
- A. Vascular
 - B. Xylem
 - C. Circular
 - D. Phloem
17. Plant are anchored to the soil by the _____.
- A. Stems
 - B. Leaves
 - C. Roots
 - D. Rocks
18. Which of the following are considered modified underground stems?
- A. Seeds
 - B. Roots
 - C. Bulbs
 - D. None of these
19. Phosphorus acids are in which of the following?
- A. Root establishment
 - B. Leaf shape
 - C. Leaf color
 - D. Growth regulation
20. The uptake of water and dissolved minerals is an important consequence of transpiration.
- A. True
 - B. False
21. Production of food is the primary function of the leaf.
- A. True
 - B. False
22. All cells within the phloem are nonliving.
- A. True
 - B. False
23. Plant Respiration is _____.
- A. Loss of moisture from the plant
 - B. Breakdown of sugars using oxygen; giving off carbon dioxide
 - C. Creation of sugars using carbon dioxide; giving off oxygen
 - D. Plants with bad breath

24. What opens and closes the stoma on the leaves

- A. Epidermis cells
- B. Guard cells
- C. Mesophyll cells
- D. Hinge cells

25. What types of plants contain cambium?

- A. Dicots
- B. Monocots
- C. Fungi
- D. Lichen

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 2 – The Naming of Plants

1. There are _____ kingdoms of living organisms.
 - A. 1
 - B. 7
 - C. 3
 - D. 5
2. A family is a group of related _____.
 - A. Orders
 - B. Classes
 - C. Genera
 - D. Divisions
3. Crabapple is in the _____ family.
 - A. Cacti
 - B. Rose
 - C. Buttercup
 - D. Purslane
4. Which of the following is a plant species?
 - A. Pyrus
 - B. Calleryana
 - C. Pyrus Calleryana
 - D. Rosacea
5. Plant patents last for _____.
 - A. 10 years
 - B. 17 years
 - C. 20 years
 - D. 25 years
6. Federal trademark registration is good for _____.
 - A. 5 years
 - B. 10 years
 - C. 17 years
 - D. Indefinitely
7. When used in print, the first letter of the genus is not capitalized. The first letter of the specific epithet is generally capitalized.
 - A. True
 - B. False
8. Plant patents are renewable.
 - A. True
 - B. False

9. Who is credited with the Latin binomial system of naming plants?
- A. Socrates
 - B. Linnaeus
 - C. Liberace
 - D. Aristotle
10. Why is the Latin language used for naming plants?
- A. It is universally used, non-changing language
 - B. It is recognized world-wide
 - C. It helps avoid errors in classification
 - D. All of the above
11. Which of the following is correct according to the International Code of Botanical Nomenclature?
- A. Acer Rubrum October Glory
 - B. acer rubrum 'October Glory'
 - C. Acer rubrum 'October Glory'
 - D. Acer rubrum 'October Glory'

**Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT)
Chapter 3 – The Basics of Soils and Growing Media**

1. Which of the following are good sources of organic matter?
 - A. Composted leaves
 - B. Mushroom compost
 - C. Organic peat
 - D. All of these

2. pH is _____.
 - A. Concentration of hydrogen ions in solution.
 - B. Concentration of oxygen in the air.
 - C. Concentration of hard minerals.
 - D. Concentration of micronutrients.

3. The best materials to use to lower soil pH _____.
 - A. Hydrogen
 - B. Elemental sulfur
 - C. Sand
 - D. Water

4. A good growing medium for house plants must meet several requirements; these are _____.
 - A. WHC; sufficient soil air; good drainage
 - B. Good drainage and WHC
 - C. pH 5.0-6.0; WHC; sufficient soil air; good drainage; freedom from weed seed
 - D. Must be sterile; weed seed free; a combination of peat, perlite, and vermiculite; pH of 7.1-7.5

5. Adding clay to commercial potting soil will _____ the drainage of the medium.
 - A. Increase
 - B. Not change
 - C. Decrease
 - D. Improve

6. Fertilizing can cause the build-up of _____ in the soil.
 - A. Lime
 - B. pH
 - C. Soluble salts
 - D. Sulfur

7. Soil texture is a physical property of soil that describes the particle size of soil minerals.
 - A. True
 - B. False

8. Wood chips and/or sawdust is highly recommended as soil amendments.
 - A. True
 - B. False

9. Limestone may be used to increase pH.
- A. True
 - B. False
10. Soluble salts are not used as an estimation of the total nutrient availability in a medium.
- A. True
 - B. False

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 4 – The Basics of Soils and Growing Media

1. Herbaceous plants are plants with hard, woody stems.
 - A. True
 - B. False
2. Summer flowering bulbs are not hardy.
 - A. True
 - B. False
3. Irrigation, fertilizing, dead heading, and pest management are all part of seasonal maintenance.
 - A. True
 - B. False
4. A woody plant that loses its foliage annually is considered deciduous.
 - A. True
 - B. False
5. How long does a perennial plant live for?
 - A. One summer
 - B. One year
 - C. 2 years
 - D. Year after year
6. Hardiness zones refer to which of the following:
 - A. Average warmest temperatures in summer
 - B. Average minimum temperature in summer
 - C. Average minimum winter temperatures
 - D. Average warmest winter temperatures
7. An invasive plant is a non-native species that will overtake less aggressive plants.
 - A. True
 - B. False
8. What time of year should tulips, daffodils and hyacinths be planted?
 - A. Spring
 - B. Summer
 - C. Fall
 - D. Winter
9. Before planting annuals, perennials or bulbs one should add _____ to the soil.
 - A. Sand
 - B. Clay
 - C. Organic Matter
 - D. Lime

10. How often is it suggested to divide clump-forming ornamental grasses?

- A. Twice per year
- B. Every year
- C. Every 3-4 years
- D. Every 10+ years

**Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT)
Chapter 5 – Selecting, Installing and Maintaining Woody Ornamentals**

1. A boxwood plant is considered a _____.
 - A. Conifer
 - B. Deciduous
 - C. Evergreen
 - D. Broad leaf evergreen

2. A pine is considered a _____.
 - A. Conifer
 - B. Deciduous
 - C. Woody Ornamental
 - D. Evergreen

3. An ash tree is considered a _____.
 - A. Conifer
 - B. Deciduous
 - C. Woody ornamental
 - D. Evergreen

4. What are the most common woody ornamental nursery stock found in garden centers?
 - A. Ball & Burlap
 - B. Bare root
 - C. Container grown
 - D. All of these

5. _____ trees are sold in ball & burlap form.
 - A. Evergreen
 - B. Shrub
 - C. Shade and flowering
 - D. All of the above

6. Herbaceous plants are plants with hard, woody stems.
 - A. True
 - B. False

7. Summer flowering bulbs are not hardy.
 - A. True
 - B. False

8. What is the best way to prevent nutrient deficiencies in a plant?
 - A. Add fertilizer before planting
 - B. Conduct a soils test
 - C. Ignore soil
 - D. Add peat moss before planting

9. When is the best time to plant a bare-root plant?
- A. In early spring
 - B. While the plant is dormant
 - C. In the fall after leaf drop
 - D. All of the above
 - E. None of the above
10. Most organic soil amendments will do what for the soil?
- A. Open poorly drained soil
 - B. Improve water infiltration
 - C. Both A & B
 - D. Neither A & B

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 6 – Turfgrass Management

1. Specific information that must be printed on a seed label are?
 - A. Name of seller; origin of seed; lot number of the seed
 - B. Percent of seed quality; seed kind or variety; date the seed was tested
 - C. Percent of seed purity; percent of weed seed; percent of inert matter
 - D. All of the above
2. A preemergent herbicide is usually applied in the _____ before the emergence of annual grasses in the lawn.
 - A. Spring
 - B. Summer
 - C. Fall
 - D. Winter
3. Red thread fungus develops during _____.
 - A. Cool, moist periods
 - B. Warm, dry periods
 - C. Hot, arid conditions
 - D. None of these
4. Grass leaves that reveal dark brown, irregular shaped blotches that follow the edge of a leaf blade, with the inside area of the blotch being tan or bleached brown is called _____.
 - A. Leaf spot
 - B. Brown patch
 - C. Dollar spot
 - D. Rust
5. Rust often occurs in the _____.
 - A. Late winter; early spring
 - B. Late spring; early summer
 - C. Late summer; early fall
 - D. Late fall; early winter
6. Grasses have wide leaves with branched leaf veins.
 - A. True
 - B. False
7. Mowing, cultivating, mulching, and hand pulling are all cultural methods of weed control.
 - A. True
 - B. False
8. Healthy turf grass will usually turn unhealthy because of weed in its midst
 - A. True
 - B. False

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 7 – Foliage Plants

1. Separation of a single plant and potting each separated piece is called _____.
 - A. Air layering
 - B. Division
 - C. Leaf cutting
 - D. Stem cutting
2. A good growing medium for house plants must meet several requirements; these are _____.
 - A. WHC; sufficient soil air; good drainage
 - B. Good Drainage and WHC
 - C. pH 5.0-6.0; WHC; sufficient soil air; good drainage; freedom from weed seed
 - D. Must be sterile; weed seed free; a combination of peat, perlite, and vermiculite; pH of 7.1-7.5
3. Adding clay to commercial potting soil will _____ the drainage of the medium
 - A. Increase
 - B. Not change
 - C. Decrease
 - D. Improve
4. What type of pot is recommended to most house plant enthusiasts?
 - A. Plastic
 - B. Clay
 - C. Metal
 - D. Ceramic
5. When repotting a new plant, you should plant at the same depth that it grew originally, leaving at least _____ of space between the soil line and the top of the pot.
 - A. ¼ inch
 - B. ½ inch
 - C. ¾ inch
 - D. 1 inch
6. The primary problem in growing houseplants is _____.
 - A. Disease
 - B. Pests
 - C. Over watering
 - D. Environment
7. Houseplant fertilizers are normally a _____ ratio.
 - A. 0-0-6
 - B. 12-12-12
 - C. 1-1-1
 - D. 5-10-5

8. Fertilizing can cause the build-up of _____ in the soil.
- A. Lime
 - B. pH
 - C. Soluble salts
 - D. Sulfur
9. In general, high light plants require _____ foot candles of light per day.
- A. 1000-5000
 - B. 3000-5000
 - C. 5000-8000
 - D. 8000-10,000
10. In general, lower light plants require _____ foot candles of light per day.
- A. 100-500
 - B. 500-1000
 - C. 1000-5000
 - D. 5000-7000
11. Some plants will survive with as little as 50-foot candles of light, if illuminated _____ hours of more with artificial light.
- A. 5
 - B. 10
 - C. 12
 - D. 16
12. Which windows in a home receive no direct sun?
- A. East
 - B. West
 - C. North
 - D. South
13. Which windows in a home receive the most sunlight?
- A. East
 - B. West
 - C. North
 - D. South
14. As a general rule, most houseplants respond best to temperatures ranging from ____ to ____degrees Fahrenheit.
- A. 70-75
 - B. 55-75
 - C. 65-75
 - D. 60-70
15. Most house plants prefer a night time temperature ____ to ____ degrees cooler than daytime temperatures.
- A. 5-10
 - B. 0-5
 - C. 10-15
 - D. No change

16. High relative humidity is an environmental condition _____.
- A. Not preferred by most plants
 - B. That is best avoided for good growth and foliage of the house plants
 - C. Preferred by most house plants
 - D. That cause diseases on house plants
17. A good growing medium for houseplants needs which of the following?
- A. Sufficient Soil Air
 - B. Good Drainage
 - C. Water holding capacity
 - D. All of the above
18. When transplanting from one container to the next bigger size container you should leave at least _____ of space between the top of the pot and the soil line.
- A. 1 inch
 - B. 1 ½ inches
 - C. 2 inches
 - D. 2 ½ inches
19. Variegated plants require _____ light than all-green plants.
- A. Less
 - B. More
 - C. The same amount of
 - D. None of the above

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 8 – Landscape Design

1. The design process consists of _____.
 - A. Customer Review
 - B. Base plan
 - C. Site study
 - D. All of the above
2. Landscape design is a process based on practical concepts that result in attractive, functional, site appropriate, and maintainable outdoor living space.
 - A. True
 - B. False
3. Rhythm does not have a place in a good landscape design.
 - A. True
 - B. False
4. Which is not a goal of a well-designed landscape?
 - A. Logical functionality
 - B. Enhance the quality of life of the client
 - C. Increase the property value
 - D. Make more work for our customer
5. A Landscape Architect and Landscape Designer do exactly same job?
 - A. True
 - B. False
6. A Landscape Architect and Landscape Designer both need to know _____.
 - A. An extensive knowledge of plants
 - B. An extensive knowledge of plant characteristics
 - C. Insect and disease problems
 - D. All of the above
 - E. None of the above
7. Why is the customer interview an important part of the landscape design process?
 - A. The designer sells themselves and their company
 - B. Finding out the customers wish list
 - C. Setting realistic outcome from the project
 - D. All of the above
 - E. None of the above
8. During the site study we consider such things as zoning laws, soil conditions, customers neighborhood, style of house, utility services, existing plants and many other factors.
 - A. True
 - B. False

9. The main objective of functional/bubble diagrams is not to organize the landscape in the cost effective and creative way possible.
- A. True
 - B. False
10. Garden center customers typically need many plants to fill in their landscapes
- A. True
 - B. False

**Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT)
Chapter 9 – Maintaining Plants in the Retail Outlet**

12. _____ trees are sold in ball & burlap form.
- A. Evergreen
 - B. Shrub
 - C. Shade and flowering
 - D. All of the above
13. Which of the below are commonly shipped to a garden center “bare root”
- A. Spruce and pine
 - B. Deciduous shrubs
 - C. Rose and Fruit Trees
 - D. All of the above
14. The usual criteria for judging watering need or adequacy is _____.
- A. The appearance of the soil
 - B. Feel of the soil
 - C. Weight of the soil
 - D. All of the above
15. Water can be used as an effective means to protect soft succulent or blossoms from _____.
- A. Insects
 - B. Wind burn
 - C. Early Spring frost
 - D. Sunburn
16. When fertilizing at a garden center, should you go ahead and apply liquid fertilizer to pots that come in with slow release fertilizer mixed in the soil medium?
- A. Yes
 - B. No
17. When dealing with plant standards for bare root tree specifications, the “minimum root spread” of a nursery grown shade tree with a caliper of ½ inch, a 5 to 6-foot-high tree will or should have a _____ minimum root spread.
- A. 12 inches
 - B. 24 inches
 - C. 36 inches
 - D. 18 inches
18. The A.S.F.N.S. recommends that coniferous evergreens with a 6-12-inch height or spread be placed in container size _____.
- A. #1
 - B. #2
 - C. #3
 - D. #4

19. The two most basic categories of weeds are _____.
- A. Grasses and broad leaf
 - B. Grasses and narrow leaf
 - C. Narrow leaf and broad leaf
 - D. None of the above
20. Which of the below is considered an inorganic mulch material?
- A. Pine needles
 - B. Woven landscape fabrics
 - C. Straw
 - D. Bark mulch
21. Peat balled plants are balled and packaged by machine general, lower light plants require _____ foot candles of light per day.
- A. True
 - B. False
22. Peat balled plants must be mulched into display beds.
- A. True
 - B. False
23. When repotting a containerized plant, you should never disturb the perimeter roots.
- A. True
 - B. False
24. When planting a tree purchased in a "fabric grow bag" you must remove the bag before adding back fill.
- A. True
 - B. False
25. Dropping a containerized tree accidentally will cause no damage to the root system.
- A. True
 - B. False
26. When selling a tree to a customer that has a care tag on it, you do not need to give this customer advice on plant care.
- A. True
 - B. False
27. High relative humidity is an environmental condition _____.
- A. Not preferred by most plants
 - B. That is best avoided for good growth and foliage of the house plants
 - C. Preferred by most house plants
 - D. That cause diseases on house plants
28. Placing mulch around B&B stock will help to reduce watering requirements.
- A. True
 - B. False

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 10 – Principles of Weed Control for Garden Center Employees

1. Weeds are plants growing where they are not wanted, they may be controlled by cultural methods which include all but one of these?
 - A. Mowing
 - B. Hand Pulling
 - C. Herbicides
 - D. Mulching
2. A weed that completes its life cycle over three or more years and is often difficult to control is called an?
 - A. Perennial
 - B. Biennial
 - C. Annual
 - D. Triennial
3. Dandelions would be classified as one of the following type of weeds:
 - A. Annual Broadleaf
 - B. Perennial Grass
 - C. Annual Grass
 - D. Perennial Broadleaf
4. An effective weed barrier for container growth areas would be?
 - A. 2 to 3 inches of mulch
 - B. Black Polyethylene Film
 - C. Weed Barrier Fabrics
 - D. Fresh Wood Chips
5. An herbicide that controls select weeds before they start to germinate is called?
 - A. Selective Pre-emergent
 - B. Non-Selective Pre-emergent
 - C. Selective Post-Emergent
 - D. Non-Selective Post Emergent
6. Contact herbicides are used in which of the following situations?
 - A. rapid burn down needed
 - B. long season control
 - C. translocation action needed
 - D. Selective weed control
7. Weed control that is safe and effective for gardening is which of the following?
 - A. restricted use herbicide
 - B. weed barrier/mulch
 - C. salt and vinegar
 - D. ammonia

8. A contact herbicide works best with which of the following?
- A. annual weeds
 - B. grasses
 - C. perennial weeds
 - D. perennial broadleaf weeds
9. Glyphosate herbicides can be used through what method?
- A. over top of container stock
 - B. as highly concentrated wipe on
 - C. in drip irrigation system
 - D. through sprinkler system
10. Your customer has a really bad weed problem in their mulched beds; What would you suggest controlling these weeds?
- A. remove rotted mulch and re-mulch
 - B. add 2 to 3 inches of new mulch
 - C. broadcast
 - D. rototill bed

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 11 – Plant Disease and Pest Management

1. Host resistance, pathogen exclusion, and monitoring environment are the keys to managing diseases and pests
 - A. True
 - B. False
2. Aphids, scale, and lace bugs are all examples of sucking insects.
 - A. True
 - B. False
3. Most disease-causing organisms increase under _____ conditions.
 - A. Dry
 - B. Wet
 - C. Windy
 - D. Hot
4. Which component is not part of the disease triangle?
 - A. Host plant
 - B. Environment
 - C. Virus
 - D. Pathogen
5. Japanese Beetle are an _____ insect.
 - A. Boring
 - B. Chewing
 - C. Sucking
 - D. Parasitic
6. What is the most common disease on roses?
 - A. Rust
 - B. Vascular wilt
 - C. Black spot
 - D. Powdery mildew
7. Releasing parasitic wasps into a greenhouse is what type of IPM control?
 - A. Chemical
 - B. Biological
 - C. Physical
 - D. Cultural
8. A plant susceptible to a particular disease is a(n) _____.
 - A. Disease
 - B. Environment
 - C. Host
 - D. Pathogen

9. Honeydew is a sap like substance caused by _____.
- A. Scale
 - B. Bag worm
 - C. Borers
 - D. Leaf miner
10. A key environmental condition for blackspot disease is _____.
- A. Insect damage
 - B. Leaf wetness
 - C. Lack of air
 - D. None of the above
11. Caterpillars are an example of a _____.
- A. Gall pest
 - B. Sucking pest
 - C. Chewing pest
 - D. None of the above
12. Biological control of insects involves _____.
- A. Parasites
 - B. Pathogens
 - C. Predators
 - D. All of the above
13. Powdery mildew is a disease that can be common on what?
- A. Boxwoods
 - B. Red Maples
 - C. Purple Barberries
 - D. Lilacs

Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT) Chapter 12 – Wildlife Damage, Identification and Control

1. What is a very adaptable large waterfowl capable of serious damage to ornamental plants?
 - A. Loons
 - B. Mallard Ducks
 - C. Canada Geese
 - D. Falcons
2. When can migratory birds be “taken” out of season legally?
 - A. When they have caused \$500 damage or more
 - B. When they are declared a local nuisance
 - C. When health concerns occur
 - D. When a USFWS permit has been secured
3. In Ohio live trapped skunks and raccoons should be:
 - A. Relocated on private land
 - B. Euthanized
 - C. Released on game land
 - D. Taken to a wildlife officer
4. Rodents are a big problem in garden centers; all but one of these is a rodent pest
 - A. Field mice
 - B. Skunks
 - C. Chipmunks
 - D. Tree Squirrels
5. An Ohio legally classified game animal that does tremendous damages by their burrows
 - A. Deer
 - B. Groundhogs
 - C. Canada Geese
 - D. Chipmunks
6. Your customer reports that many twigs have been nibbled from their shrubs the edges of the nibbled stems are ragged and torn, there are piles of manure pellets, and 2” to 3” split hoof tracks in the mud. What pests are these most likely?
 - A. Voles
 - B. Raccoons
 - C. Deer
 - D. Tree Squirrels
7. What is a non-rodent burrowing pest that eats mostly grubs and earthworms?
 - A. Mole
 - B. Field Mouse
 - C. Chipmunk
 - D. Rabbit

8. Regular mowing, and clearing underbrush, live trapping and surrounding plants with 2ft. high 1-inch mesh chicken wire is effective in discouraging and perhaps eliminating this pest from a landscape.
- A. Rabbits
 - B. Skunks
 - C. Deer
 - D. Canada Geese

**Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT)
Chapter 13 – Salesmanship in the Garden Center**

1. One of the most important steps in the sales process is _____.
 - A. Listening
 - B. Appearance
 - C. Talking
 - D. Smiling

2. Establishing rapport is the process of gaining trust and confidence of the customer.
 - A. True
 - B. False

3. A friendly, smiling, and happy attitude will not help in making a sell to a customer.
 - A. True
 - B. False

4. As garden center employee you should possess product knowledge, friendliness, and sales skills characteristics.
 - A. True
 - B. False

5. An effective salesman should act as a _____.
 - A. Host
 - B. Consultant
 - C. Seller
 - D. All of the above

6. When approaching a customer:
 - A. Make eye contact and greet
 - B. Establish rapport
 - C. Beware of your body language
 - D. All of the above

7. The most important part of developing good personnel relations is _____.
 - A. Knowledge
 - B. Appearance
 - C. Attitude
 - D. Communications

**Garden Center Training Manual, Ohio Certified Nursery Technician (OCNT)
Chapter 14 – Personnel Relations**

1. An effective salesperson should take on these roles; they are _____.
 - A. Manager/boss/owner
 - B. Slob/stock person/driver
 - C. Host/consultant/seller
 - D. None of these

2. One of the most important steps in the sales process is _____.
 - A. Listening
 - B. Talking
 - C. Appearance
 - D. Smiling

3. The most important component in developing good personnel relations is _____.
 - A. Appearance
 - B. Knowledge
 - C. Attitude
 - D. Communications