**COMMON KNOWLEDGE TEST (all interactive questions complete at the end)**

***Parking Section***

1. **Show us how to boot a car**

**1a) Fill out the boot form**

**2) What do you do if someone asks you to drive their vehicle to launch/park? (D)**

 **A)** Say no **B)** “sorry, we aren’t authorized to drive vehicles” **C)** agree to drive **D)** answers a&b

 **3) When do you boot cars? (nonmembers Friday-Sunday when it’s busy)**

 **A)** non-members, Monday – Friday **B)** anytime you want

 **C)** non-members, Friday – Sunday when it’s busy **D)** all the above

 **4) Where can guests park Monday - Thursday? What’s the exception? (A)**

 Short answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 ***Exception:*** **A)** except for holidays **B)** except for boater’s friends

 **5) Where can guests park Friday 4PM - Sunday? (Guest lot closest to the main road)**

 Short answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **6) Show manager 5 additional areas you can park cars when busy**

 **7) Where can members park? (A)**

 **A)** Any legal space since they have a permit **B)** Only in the marina lot **C)** Only at the pool lot

 **8) Where can fleet boater’s park Friday- Sunday & Holidays? (Guest lot closest to the main road)**

 Short answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Clubhouse Section***

1. **Who has access to the pool/bar area? (D)**
2. Pool members **B)** boaters **C)** Bellagio residents **D)** all the above
3. **Where do restaurant customers park? (A)**
4. West/South Lot of restaurant **B)** Bellagio parking garage **C)** marina member lot
5. **Name 5 things you check up on when at the pool area? (garbage, bromine, chairs etc.)**
6. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ B) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**C) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ D) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **4) When should music be playing at the pool area? (A)**

 **A)** at all times **B)** only when someone requests it on **C)** never

 **5) Who’s allowed to turn the pool heater on? (D)**

 **A)** shift leader **B)** anyone **C)** manager **D)** answers A & C

 **6) If someone asks to reserve the clubhouse, what do you do? (take down info, speak to manager)**

 Short Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **7) Show us how to do the pool chemical test (bromine needs 5 drops in test tube)**

 **8) What’s the code to get in the clubhouse bathroom cleaning closets? (987)**

 Short Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Marina Section***

1. **Name 10 things you can do instead of sitting on your phone/during a slow day**

**A)**

**B)**

**C)**

**D)**

**E)**

**F)**

**G)**

**H)**

**I)**

**J)**

 **2) What are the key differences when launching a roller trailer vs a bunk trailer? (A)**

 **A)** A roller trailer requires you to unhook once the boat hits the water, but you can unhook the boat from a bunk trailer while it’s on the launch

 **B)** There is no difference between a roller trailer and a bunk trailer

 **C)** A roller trailer requires you to unhook the boat immediately, but a bunk trailer requires you to wait til the boat hits the water

 **3) Name 5 things to check when assisting a customer at the launch (straps, fenders, boat plugs, wind direction, roller/bunk trailer)**

 **A) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ B) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ C) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **D) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **Show us how to add to the work order log**
2. **Show us how to add to the ice log, updating the date as well**
3. **Show us how to replace the toilet paper/paper towels properly**
4. **Show us how to bag ice**

 **9) How often do you clean the bathrooms? (B)**

**A)** every 2 hours **B)** as much as needed to maintain cleanliness at all times **C)** any time you want

 **10) Show us how to fill out a work order form**

 **11) Show us how to fill out a dock contract**

 **12) Do we offer overnight storage of boats/trailers on land? (B)**

 **A)** yes **B)** never, unless manager approval

 **13) If someone asks for storage on land for a boat/trailer, what’s your response? (no storage, call M&M)**

 Short answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **14) Show us main steps to open the shack (main steps)**

 **15) Show us main steps to close the shack (main steps)**

 **16) How/When do you check the voicemail? (\*86, 2468, every morning)**

Short answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **17) What’s the password to the ice cooler, electric room, and shed? (1384)**

Short Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **18) Show us how to close the tablet (register) before close**

 **19) What is the minimum amount of money that should be in the register? (C)**

 **A)** $400 **B)** doesn’t matter **C)** $200 **D)** $500

 **20) Do members pay to rent out the paddle boards? (B)**

 **A)** no, members free, nonmembers pay **B)** yes, $12/hr for members, $19/hr for nonmembers

 **21) Show us what to do with the golf cart when closing? (take out key, flip switch, plug in to charge)**

 **22) Name 5 boaters at the marina**

 **a) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ b) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ c) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **d) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ e) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **23) When are nonmembers allowed to launch? (Monday-4pm Friday & slow days, manager discretion)**

 Short Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **24) Show us how you answer the phone when it rings**

***Dock Section***

1. **Are boats allowed to pick up people off the docks if they are not members (B)**
2. Yes, everyone is welcome **B)** No, boats cannot come to the marina to pick people up
3. **Match the correct nautical direction to its name (D, C, A, then B)**
4. Starboard Front \_\_\_\_\_\_\_\_\_
5. Stern Left \_\_\_\_\_\_\_\_\_
6. Port Right \_\_\_\_\_\_\_\_\_
7. Bow Back \_\_\_\_\_\_\_\_\_
8. **Show us how to properly secure a boat to the dock (use marina boat as example)**
9. **How much is it to launch a jetski on the weekend vs a weekday?**

Short Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **How much is it to launch a boat on the weekend vs a weekday?**

Short answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **How much is it to rent out a jetski? (C)**
2. $20/hour **B)** depends on the day **C)** we don’t rent jetski’s
3. **How much is a transient dock rental for 1 night? ($59.00)**

Short Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **How much is it to rent a transient dock for 1 week? ($59x4 nights, 3 free)**

Short Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Can nonmembers walk the docks for leisure purposes?**
2. Yes **B)** No, but ask manager for discretion

**ANSWER KEY**

**Parking Section:**

**1 and 1a – visual**

**2 – D**

**3 – C**

**4 – Guest lot closest to main road, exception is answer A**

**5 – Guest Lot**

**6 – visual**

**7 – A**

**8 – guest lot closest to the main road**

**Clubhouse Section:**

**1 – D**

**2 – A**

**3 – garbage, bromine, chairs, tables, bathrooms, trash around the rocks etc.**

**4 – A**

**5 – D**

**6 – take down their info, then speak to manager**

**7 – visual…bromine needs 5 drops in the test tube, yellow bottle**

**8 – 987**

**Marina Section:**

**1 – property cleanup, water the flowers, dock walk, bathrooms, change garbages**

 **check boat lines, bathrooms, organize shack, clean windows, mop floors**

**2 – A**

**3 – straps, roller/bunk trailer, wind direction, boat plugs, fenders, lines on boat**

**4 – visual**

**5 – visual**

**6 – visual**

**7 – visual**

**8 – B**

**9 – visual**

**10 – visual**

**11 – B**

**12 – we don’t offer storage, refer M&M first, then crazy dave**

**13 – visual , count money, open register, turn on music, clean bathrooms**

**14 – visual , count money, close register, turn off music, empty garbages, golf cart**

**15 - \*86, 2468, every morning**

**16 – 1384**

**17 – visual**

**18 – C**

**21 – B**

**22 – visual , take out key, flip switch under seat, plug in to charge**

**23 – any 5 boaters in marina**

**24 – monday – 4pm Friday , slow days, manager discretion on the weekends**

**25 – visual , should say “Southpoint marina this is \_\_\_\_\_ how can I help you? etc**

**Dock Section:**

**1 – B because it takes up vehicle parking spots and don’t want to burden boaters**

**2 – D, C, A, B**

**3 – visual , should know how far from the finger the boat should be tied also**

**4 – weekday = $15 before 4pm but Friday 4pm-Sunday = $20**

**5 – mond-Friday before 4pm = $20 but Friday 4pm – Sunday = $30**

**6 – C**

**7 - $59.00**

**8 - $59.00 x 4 nights = $236.00 plus 3 nights fee**

**9 – No, because of safety/security reasons, unless there’s manager discretion**