

Quiz Due April 30

1. _____ When answering the phone in the garden center, it is advisable to be sure to place the caller on hold so the can enjoy the "on hold" music or message. T or F

2. _____ Questions that start with the words _____, _____, _____, or _____ are "open-ended" questions and cannot be answered with a simple yes or no.

3. _____ Because YOU are the company in the eyes of the customer, it is important that you know your store's _____ regarding guarantees, replacements, _____, etc.

4. _____ Proper spacing of plants, especially evergreens like Juniper and Arborvitae, so the foliage is not touching adjacent plants avoids _____ and loss of _____ due to lack of exposure to sunlight

5. Container plants sitting on a hot asphalt surface will _____ more rapidly than those sitting on gravel or benches because of an unfavorable _____ environment

6. _____ Plants kept over winter by a garden center must be protected from _____ which could cause root damage.

7. _____ If you are confronted by a disgruntled customer, you should try to move the conversation _____ from the checkout area to avoid the attention of _____.
8. _____ A customer wants to purchase bags of mulch but does not know how many to buy. You should ask _____ area they have and _____ they want the mulch.

9. _____ Tie-In Sales actually benefit the customer, because you know _____ to have a positive experience with their purchase and can suggest those products.

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Name: _____
 IAH No.: _____
 Phone: _____
 Email: _____

Send answers to: info@inla1.org -or- mail to
 INLA, 7915 S. Emerson Ave., #247, Indianapolis, IN 46237

IAH Quiz

**Each quiz will be worth a .5
(one-half) CEU!**

The Indiana Accredited Horticulturist Committee is pleased to provide you an opportunity to earn CEUs (continuing education units) in each issue of the *Indiana Nursery and Landscape News*.

The IAH quiz offered in each issue can be completed by anyone who is an "Active" (current) IAH (initial or masters).

Each quiz will be worth a .5 (one-half) CEU (continuing education unit) for the completion of the bi-monthly quiz with a pass rate of 80%. Over a 2-year period, you could earn up to 6 CEUs if you take and pass every quiz!

The INLA office will grade the quiz. Questions and answers have been provided by the IAH committee.

Thank you and good luck studying!

The Indiana Accredited
 Horticulturist Committee

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10. If you are confronted with a disgruntled customer, you should _____ to the customer, _____ carefully to the customer's complaint, and if you have the authority, ask the customer: " _____ ."
11. "Plant in the Spring or Plant in the Fall" is an old wives tale, because what actually matters is _____ a plant can be dug or _____.
12. Plants grown in containers can be successfully planted _____ they are displayed in the garden center because there is literally no disruption to the _____.
13. In the eyes and ears of the customer, YOU are the company and it is important to make a _____ on that customer by remembering the 4 P's: Be _____, be _____, be _____ and be _____.
14. Once you acknowledge and greet each customer and find out what they are shopping for, you should _____ about the customer's needs so you can _____ them through the selection _____.
15. Suggestive selling actually involves your ability to _____ the customer's needs.
16. It is important to know the locations of advertised sale items so you can try to keep customers away from them so they buy other items at full price. T or F
17. When possible, lifting should be done with your _____ and not with your _____.
18. If a customer asks you a question, and you don't know the answer, _____. NO _____.



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