

# **JANITOR**

# **STUDY GUIDE**

**January 2026**

## **JANITOR EXAM**

This study guide contains information about the building you are assigned to, equipment and supplies you might use, and the duties you might perform as a Janitor. The exam will test your ability to learn to use new equipment and materials, an essential ability for Janitors at East Bay Municipal Utility District (EBMUD).

If you have prior janitorial experience, some of the information presented in the study guide may not seem realistic. There may be information used for this test only that may conflict with your prior Janitor knowledge. If this occurs, it is important to use only the information provided in the study guide, NOT any previous knowledge, to answer the questions.

## **QUESTION FORMAT AND SAMPLE QUESTIONS**

Please carefully read the information contained in this study guide. Most of the questions on the written exam will be based on the information contained in this study guide, so the more familiar you are with the information found in the study guide, the easier it will be to refer to information on the written test.

There will be 119 questions on the exam related to a Janitor's workload including planning the evening's work, conference room setup, and equipment and supplies a Janitor uses. Each question on the Janitor exam will be multiple choice. You will receive one point for every correct response. You will receive zero points for items left blank and for incorrect items.

There are 8 sample questions at the end of the study guide. When you have finished reading this study guide, review the sample questions at the end. These sample questions are similar to the type of questions that will be asked on the written exam. On the last page of the study guide, there are the answers to all of the sample questions.

<b>Facility Guide Contents</b>	<b>Page</b>
Building Guide .....	2
Your Shift .....	4
Weekly Assignments .....	5
Cleaning Schedule of Items .....	6
Equipment, Supplies and Safety Items Table .....	8
Furniture Key for First Floor Setup .....	13
Furniture Needed for three Setups .....	14
Attachment A: Classroom Style Setup .....	15
Attachment B: Testing Style Setup .....	16
Attachment C: Public Meeting Setup .....	17
Sample Questions .....	18
Answers to Sample Questions .....	19

## **BUILDING GUIDE**

### ***Assigned Floor***

Each Janitor is assigned to one floor of the building. Each floor contains:

6 office setups, each one with:

- 1 manager office
- 2 engineer offices, and
- 1 set of cubicles containing 4 clerical workstations

4 conference rooms

2 restrooms (1 men's room and 1 women's room)

1 kitchen

1 supply closet for the Janitors and other facility maintenance employees

### ***First Floor***

The first floor of the building contains the lobby, the auditorium and the training center. Setup and cleanup duties are shared by all the Janitors during the last two hours of the shift. All furniture and equipment is kept in the first floor storage closet, located between the auditorium and the training center.

#### **First Floor Rooms:**

**Training Center** – used for training classes, tests and receptions. May be partitioned into two smaller rooms, called the big half and the small half.

**Auditorium** – used for public meetings, including the weekly Board of Directors meeting. The Board of Directors meet every Tuesday.

There are several ways the auditorium and the training center can be setup. The study guide and the test will focus on three styles: classroom style (training center), testing style (training center) and public meeting style (auditorium). You may refer to the three attachments found on pages 15, 16 and 17, which show the three different room setup styles at maximum capacity.

## BUILDING GUIDE

### Assigned Floor

How Many	Room Name	Item that Needs Attention		
<b>6 office suites:</b>	Group of 4 work cubicles	4 garbage cans	6 chairs, 2 large-leafed plants, 4 desks with overhead compartments, 4 computer keyboards with tray and monitor, draperies	Carpeted floor
	2 engineer office	1 garbage can (per office)	2 chairs, desk, computer keyboard with tray and monitor, light switch plate, door knob (per office)	Carpeted floor
	1 manager office	1 garbage can	5 chairs, bookcase, 1 large-leafed plant, small conference table, desk, 1 window sill, light switch plate, door knob, draperies, 1 window	Hardwood floor
4	Conference room	1 garbage can	10 chairs, 2 large-leafed plants, audio/video equipment, 3 large table, 2 window sills, 2 light switch plates, 2 door knobs, draperies, 2 windows	Hardwood floor
1	Kitchen	2 garbage cans	3 coffee pots, 1 coffee maker, sink, countertop, refrigerator, cupboards, microwave oven, table, 4 plain chairs	Linoleum floor
1	Women's restroom	2 garbage cans	4 toilets, 4 toilet stalls, railing (disabled stall), 3 sinks, countertop, 2 mirrors	Tile floor
1	Men's restroom	2 garbage cans	4 urinals, 4 toilets, 4 toilet seats, 4 toilet stalls, railing (disabled stall), 3 sinks, countertop, mirrors	Tile floor
1	Supply closet		Supplies for Janitors and other facility maintenance employees	Linoleum floor
<b>First Floor</b>				
1	Lobby	2 garbage cans	12 large-leafed plants	Marble floor
1	Training Center (may be divided into two separate rooms)	2 garbage cans	Draperies	Carpeted floor
1	Auditorium	2 garbage cans	Draperies	Carpeted floor

## **YOUR SHIFT:**

<b>3:30 p.m.</b>	<p><b><i>Pre Shift Meeting.</i></b> The Janitor's shift begins with a pre-shift meeting with the foreman. At this meeting, the foreman will inform the Janitors about the evening's work. This meeting is to:</p> <ul style="list-style-type: none"><li>• Discuss safety issues with foreman and co-workers</li><li>• Receive furniture setup assignments for your assigned floor</li><li>• Receive furniture or cleanup assignments for the first floor</li><li>• Receive other special assignments to be done during the last two hours of the shift, or</li><li>• Receive weekly assignments</li></ul>
<b>4:00 p.m.</b>	<p><b><i>Walk-Through of Assigned Floor.</i></b> During this half-hour, you will walk through the hallways of your assigned floor:</p> <ul style="list-style-type: none"><li>• Dust the light bulb holders</li><li>• Find and change any burned out light bulbs</li><li>• Locate and note any spots on carpets or walls</li><li>• Check to see whether you need to empty recycling bins</li><li>• Check if conference rooms have been used and need to be cleaned</li><li>• Make notes and decide what items need to be included on cart</li></ul>
<b>4:30 p.m.</b>	All day shift employees (managers, engineers and clerks) leave for the evening.
<b>4:30 p.m.</b>	<p><b><i>Empty garbage cans</i></b> and reline with the appropriate size liner in this order:</p> <ol style="list-style-type: none"><li>1) Conference rooms</li><li>2) Work cubicles</li><li>3) Offices</li><li>4) Kitchen</li><li>5) Restrooms</li></ol>
<b>5:00 p.m.</b>	<p><b><i>Clean One Room at a Time:</i></b></p> <ol style="list-style-type: none"><li>1) The 4 conference rooms</li><li>2) The 6 sets of cubicles (4 clerical workstations in each set of cubicles)</li><li>3) The 12 engineer and 6 manager offices</li><li>4) The kitchen</li><li>5) The women's restroom</li></ol>
<b>8:00 p.m.</b>	<b>Lunch Break</b>
<b>8:45 p.m.</b>	<b><i>Clean</i></b> the men's restroom
<b>9:30 p.m.</b>	<p><b><i>Replenish Supplies</i></b> in:</p> <ol style="list-style-type: none"><li>1) Conference rooms: coffee, creamer, sweetener, paper towels, napkins</li><li>2) Kitchen: coffee, creamer, sweetener, liquid hand soap, paper towels, napkins</li><li>3) Restrooms: toilet paper, toilet seat covers, paper towels, liquid hand soap</li></ol>
<b>10:00 p.m.</b>	<p><b><i>Special Assignments as Assigned By Foreman.</i></b> May include: Setups of assigned floor's conference rooms Setups of first floor auditorium or training center</p>
<b>Midnight</b>	<b>End of Shift</b>

## **WEEKLY ASSIGNMENTS**

Janitors have some regular duties that do not need to be done daily. Some duties only need to be done weekly, monthly or even less often. Here is a list of the Janitor's regular weekly assignments.

<b>Weekly Assignments</b>	
<b>Monday -</b>	Setup first floor auditorium in "Public Meeting" style for Tuesday's board meeting. This assignment is shared by all available Janitors during the last two hour of the shift.
<b>Tuesday -</b>	ZIP® fabric chairs, draperies, computer keyboards and trays. This should be done first, when cleaning conference rooms, cubicles and offices.
<b>Wednesday -</b>	Wash (inside) windows. This should be done after dusting, when cleaning conference rooms and managers offices.
<b>Thursday -</b>	Foreman's special assignments. Examples might be:  Polish large-leafed plants Clean janitorial equipment Degrease windows blinds Condition leather on VIP chairs
<b>Friday -</b>	Clean out refrigerator (everything except sealed items or condiments).
<b>Saturday - (monthly)</b>	Odd months (Jan, Mar, May, Jul, Sep, Nov): strip, clean and polish floors.  Even months: (Feb, Apr, Jun, Aug, Oct, Dec): shampoo all carpets.

## **CLEANING SCHEDULE OF ITEMS**

<b>Items in a Room</b>	<b>Daily</b>	<b>Weekly</b>	<b>As Needed</b>	<b>Monthly, or As Assigned</b>
Blinds	Feather dust			Degrease
Bookcases	Feather dust			
Carpets	Vacuum		Spot(s) removal	Shampoo
Chairs	Feather dust frame	ZIP® (Tuesdays)	(Fabric) spot removal	(Leather only) condition
Coffee Machine	Scrub pot(s), replenish supplies			Clean machine
Computer keyboards, monitors, trays	Feather dust		ZIP®	
Countertop (marble in bathroom, formica in kitchen)	Clean and disinfect Buff (bathroom only)			
Cupboards	Dust outside		Spot removal	
Desks	Dust	Clean and polish	Remove stains	
Draperies		ZIP® (Tuesdays)		
Floors: hardwood or linoleum	Sweep	Dust mop (twice weekly)		Strip, clean and polish
Floors: marble (lobby)	Sweep	Dust mop		Clean and wax by hand
Floors: tile (bathroom)	Mop, disinfect			
Garbage cans	Empty, reline		Wash, disinfect	
Lights	Feather dust light bulb holders		Replace bulb(s)	
Liquid hand soap	Replenish supply		Restock janitor supply	
Microwave	Dust outside, clean and disinfect inside			
Mirrors	Clean			
Paper towels	Replenish in kitchen, conference rooms		Restock janitor supply	
Plants	Feather dust	Water		Clean and polish large-leaved plant leaves
Podium			Feather dust Clean control panel	

Items in a Room	Daily	Weekly	As Needed	Monthly, or As Assigned
Railing in disabled stall	Clean and disinfect			
Recycling bins			Empty when over half full or when cardboard is left for recycling	
Refrigerator	Dust	Clean out all food except sealed items and condiments		
Room setup (assigned floor or first floor)				Arrange furniture according to setup style
Sinks	Clean and disinfect			
Switch plates, door knobs, furniture handles	Clean and disinfect			
Tables	Wipe down (conference rooms, offices, kitchen), clean and disinfect (kitchen)		Clean and disinfect (offices, conference rooms)	
Toilet paper	Replenish in bathrooms		Restock janitor supply	
Toilet paper holder Toilet seat cover holder	Clean and disinfect			
Toilet seat covers	Replenish			
Toilet stalls	Clean and disinfect			
Toilet and urinals	Clean and disinfect			
Video/audio equipment	Feather dust			
Walls			Spot removal	
Window sills	Feather dust	Wipe down, disinfect	Remove mildew	
Windows		Clean (Wednesdays)		



## **EQUIPMENT, SUPPLIES AND SAFETY ITEMS**

<b>Equipment or Supply</b>	<b>Use</b>	<b>Storage Location</b>	<b>Safety Equipment Needed</b>
Back brace	To help protect back while lifting or operating heavy objects such as tables, chairs or floor buffer.	Janitor's locker	This is a safety item
Barrel	A 50-gallon garbage can on wheels.	Supply closet on assigned floor	Rubber gloves should be worn when dealing with garbage
Broom	To sweep dry debris on floors.	Supply closet on assigned floor	Dust mask
Bucket	3-gallon container to hold liquids for sponging, scrubbing or mopping.	Supply closet on assigned floor	
Carpet shampooer	Machine used to shampoo carpets. There are two settings: "Normal" for light traffic areas and "Heavy" for spill removal or heavy traffic areas.	Basement supply closet	Ear plugs
Cart	To transport several items at one time.	Supply closet on assigned floor	
Chamois	To buff metal surfaces only.	Supply closet on assigned floor	
Chlorine bleach	To clean toilet bowl or urinal. Flush toilet or urinal. Apply 2 oz. Bleach. Swab all surfaces. Flush to rinse. May also be mixed with one part detergent to form a mildew remover. Mix into spray bottle, apply to affected surface. Do not rinse. May not be used on fabric or with glass cleaner.	Supply closet on assigned floor	Splash goggles, rubber gloves
Coveralls	To avoid contact with hazardous liquids, such as floor stripper.	Janitor's locker	This is a safety item
Detergent	To clean greasy surfaces such as kitchen counters, microwave oven.  May also be diluted with water and used to shampoo carpets.  May also be mixed with one part bleach to form a mildew remover. Mix into spray bottle, apply to affected surface. Do not rinse.	Supply closet on assigned floor	Rubber gloves
Disinfectant (spray)	To deodorize and disinfect cleaned surfaces where germs may be a problem, such as garbage cans. May also be used on floors (except hardwood). This is not to be used in toilet bowls or urinals.	Supply closet on assigned floor	Dust mask

<b>Equipment or Supply</b>	<b>Use</b>	<b>Storage Location</b>	<b>Safety Equipment Needed</b>
Drop cloth	To protect surfaces when cleaning or painting.	Supply closet on assigned floor	
Dust cloth	To dust dry dust and debris from items such as desk or table tops, cubicle tops, etc.	Supply closet on assigned floor	
Dust mask	To prevent breathing dust or spray particles while dusting, sweeping or spraying.	Janitor's locker	This is a safety item
Dust mop	Attracts and removes debris such as dust and hair from marble and hardwood floors.	Supply closet on assigned floor	
Dust pan	Used with broom to gather dusted items to be put in garbage.  May also be used as a scooper for loose items such as spilled sugar, papers, etc.	Supply closet on assigned floor	
Ear plugs	To protect ears while using loud equipment, such as floor buffer, carpet shampooer or trash compactor.	Janitor's locker	This is a safety item
Enzyme cleaner	To lift dirt or stains containing protein, such as food or blood from fabric, metal or painted surfaces.  Use in pump sprayer to spray surface and let set for 15 minutes before wiping clean.  Or use one part enzyme cleaner with one part water and run through coffee machines to clean.	Supply closet on assigned floor	Rubber gloves
Fabric cleaner (spray)	To spot clean fabric items such as upholstery or carpets.  To spot clean upholstery, spray directly on spot or stain, let set and dry for 15 minutes and ZIP® off.  To spot clean carpets, spray directly on spot or stain, let set and dry for 15 minutes and vacuum.	Supply closet on assigned floor	Dust mask
Feather duster	To dust items such as computer keyboards, computer screens, plants, statues, etc. May be attached to extension pole to remove cobwebs from upper walls and ceilings.	Supply closet on assigned floor	Dust mask
Floor buffer	By using different chemicals, the floor buffer may be used to strip, clean and polish linoleum and hardwood floors.	Basement supply closet	Ear plugs, back brace, safety shoes

<b>Equipment or Supply</b>	<b>Use</b>	<b>Storage Location</b>	<b>Safety Equipment Needed</b>
Garbage bags	To carry garbage in or to line garbage cans.  Small garbage bags are used to line the garbage cans in offices and cubicles; medium bags for the garbage cans in conference rooms and training center; large bags for bathrooms, kitchen, auditorium.	Supply closet on assigned floor	
Glass cleaner (spray)	To clean glass or metal surfaces, such as windows and mirrors.	Supply closet on assigned floor	
Knee pads	To wear while performing continuous tasks on the floor such as hand polishing marble floor.	Janitor's locker	This is a safety item
Ladder	To climb up to perform duties such as changing light bulbs.	Supply closet on assigned floor	
Leather conditioner	To clean and condition leather surfaces such as VIP chairs.	Basement supply closet	Rubber gloves
Liquid hand soap	Stocked supply for bathrooms and kitchens.	Supply closet on assigned floor	
Mop	May be used wet or dry. May be used with water or other chemicals to clean floors. Dry mop used to absorb excess moisture from a wet floor.	Supply closet on assigned floor	
Odor OUT!®	Anywhere odors are a problem. Safe to use on any surface including fabric. Use with spray bottle or pump sprayer. Spray on, allow to air dry.	Supply closet on assigned floor	Dust mask, if used in large quantities
Oil soap	To clean waxed floors without stripping wax. May be used with damp mop or nylon scrubber pad. Do not use on leather.		
Plant polish towelettes	Used to clean and polish large-leafed plant leaves in one step. One towelette can clean and polish several large leaves. Towelettes are nontoxic, but gloves should be worn to avoid absorbing chemicals into skin.	Basement supply closet	Rubber gloves
Putty knife	To remove caked on debris or sticky substances such as gum from hard, stationary surfaces such as floors, walls or counter tops.	Supply closet on assigned floor	
Rags	Used with chemicals for general cleaning.	Supply closet on assigned floor	
Rubber gloves	To protect hands and forearms from germs or chemicals.	Supply closet on assigned floor	This is a safety item

<b>Equipment or Supply</b>	<b>Use</b>	<b>Storage Location</b>	<b>Safety Equipment Needed</b>
Safety cones/caution signs/barricades	To keep others out of area while floors are wet or have spilled substances on them.	Supply closet on assigned floor	This is a safety item
Safety shoes (steel toe)	Wear while operating or moving heavy objects such as floor buffer or tables and chairs.	Janitor's locker	This is a safety item
Splash goggles	To protect eyes while using hazardous chemicals. Not needed with spray chemicals such as disinfectant, enzyme or glass cleaners.	Janitor's locker	This is a safety item
Scrubber pad (nylon)	For removing caked on debris or for heavy-duty cleaning on metal, marble or tile surfaces.	Supply closet on assigned floor	
Sponge	For general cleaning with water or other chemicals.	Supply closet on assigned floor	
Squeegee	To remove chemical or water from a hard, flat surface such as window.	Supply closet on assigned floor	
Steel wool pads	For removing caked on debris or for heavy-duty cleaning on glass surfaces only, such as coffee pots.	Supply closet on assigned floor	
Surface cleaner (spray)	All-purpose, all-surface cleaner: floors (except hardwood), counter tops, sinks, walls, etc.  In areas where germs may be a problem, apply disinfectant after using this cleaner spray.	Supply closet on assigned floor	
Swab/toilet brush	To wash toilet bowls.	Supply closet on assigned floor	Rubber gloves, splash goggles
Toilet/urinal cake	Cake to drop into toilet tank or urinal bowl after cleaning for continuous disinfecting.	Supply closet on assigned floor	Rubber gloves, splash goggles
Trash compactor	Machine located in the basement that compacts all the day's garbage into a large brick that can fit in one large garbage bag.	Basement	Ear plugs
Vacuum cleaner	To remove dust and debris from carpeted areas.	Supply closet on assigned floor	Ear plugs
Water	To dilute other chemicals when directions specify, or to rinse items such as coffee pots after cleaning.	Faucets located in supply closet, bathrooms, kitchens, etc.	None by itself. If used with other chemical, use safety precautions for that chemical
Wax	To polish linoleum or hardwood floors after stripping and cleaning.	Basement supply closet	

<b>Equipment or Supply</b>	<b>Use</b>	<b>Storage Location</b>	<b>Safety Equipment Needed</b>
Wax stripper	To remove old wax prior to cleaning and re-waxing linoleum floors.	Basement supply closet	Rubber gloves, coveralls, splash goggles
Whisk broom	Very short-handled broom used to sweep in small spaces.	Supply closet on assigned floor	
ZIP®	Small vacuum cleaner to remove dust and debris from fabric chairs, computer keyboards and computer trays.	Supply closet on assigned floor	

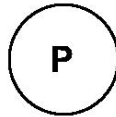
## FURNITURE KEY FOR FIRST FLOOR SETUP



### ***Conference Table***

Seats 10 people

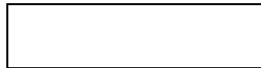
EBMUD has 10 conference tables. It takes 4 Janitors to lift and carry a conference table.



### ***Podium (includes microphone)***

Used by speakers, instructors, test proctors and members of the public.

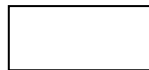
EBMUD has 4 podiums. It takes 2 Janitors to lift and carry a podium.



### ***Large Table***

Seats 2-4 people

EBMUD has 50 large tables. It takes 2 Janitors to lift and carry a large table.



### ***Small Table***

Seats 1 person

EBMUD has 50 small tables. It takes 1 Janitor to lift and carry a small table.



### ***VIP Chair***

Made of wood (frame) and leather (upholstery) and used by members of the Board of Directors, guest instructors and other guests. EBMUD has 50 VIP chairs. It takes 1 Janitor to lift and carry a VIP chair.



### ***Plain Chair***

Made of steel, plastic (frame) and fabric (upholstery) and used by students, test takers, members of the public, etc. EBMUD has 500 plain chairs. It takes 1 Janitor to lift and carry 1-2 plain chairs.



### ***Room Partition – (6 sections)***

Used to split the Training Center into two smaller rooms. EBMUD has 1 partition. It takes 2 Janitors to lift and carry 1-2 sections at a time.

## **FURNITURE NEEDED FOR THREE SETUP**

### **ATTACHMENT A: CLASSROOM STYLE** — (training center is split into two separate rooms)

#### **Equipment Needed:**

##### **Partition**

##### ***Big Half***

Conference table  
Up to 3 VIP chairs (for instructor(s))  
Up to 24 large tables  
Up to 48 plain chairs  
Podium

##### ***Small Half***

Up to 19 large tables (includes 1 for instructor(s))  
Up to 38 plain chairs (includes 2 for instructor(s))  
Podium

### **ATTACHMENT B: TESTING STYLE**

#### **Equipment Needed:**

Up to 45 large tables (includes 3 for test proctor(s))  
3 small tables  
Up to 93 plain chairs (includes 6 for test proctor(s))  
Podium

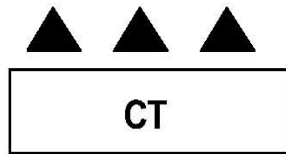
### **ATTACHMENT C: PUBLIC MEETING STYLE**

#### **Equipment Needed:**

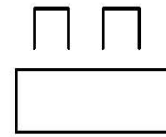
9 large tables  
7 VIP chairs  
Podium  
Up to 200 plain chairs (includes 2 for Board Secretary and 2 for Board Attorney)

## CLASSROOM STYLE (Training Centers)

## Big Halt

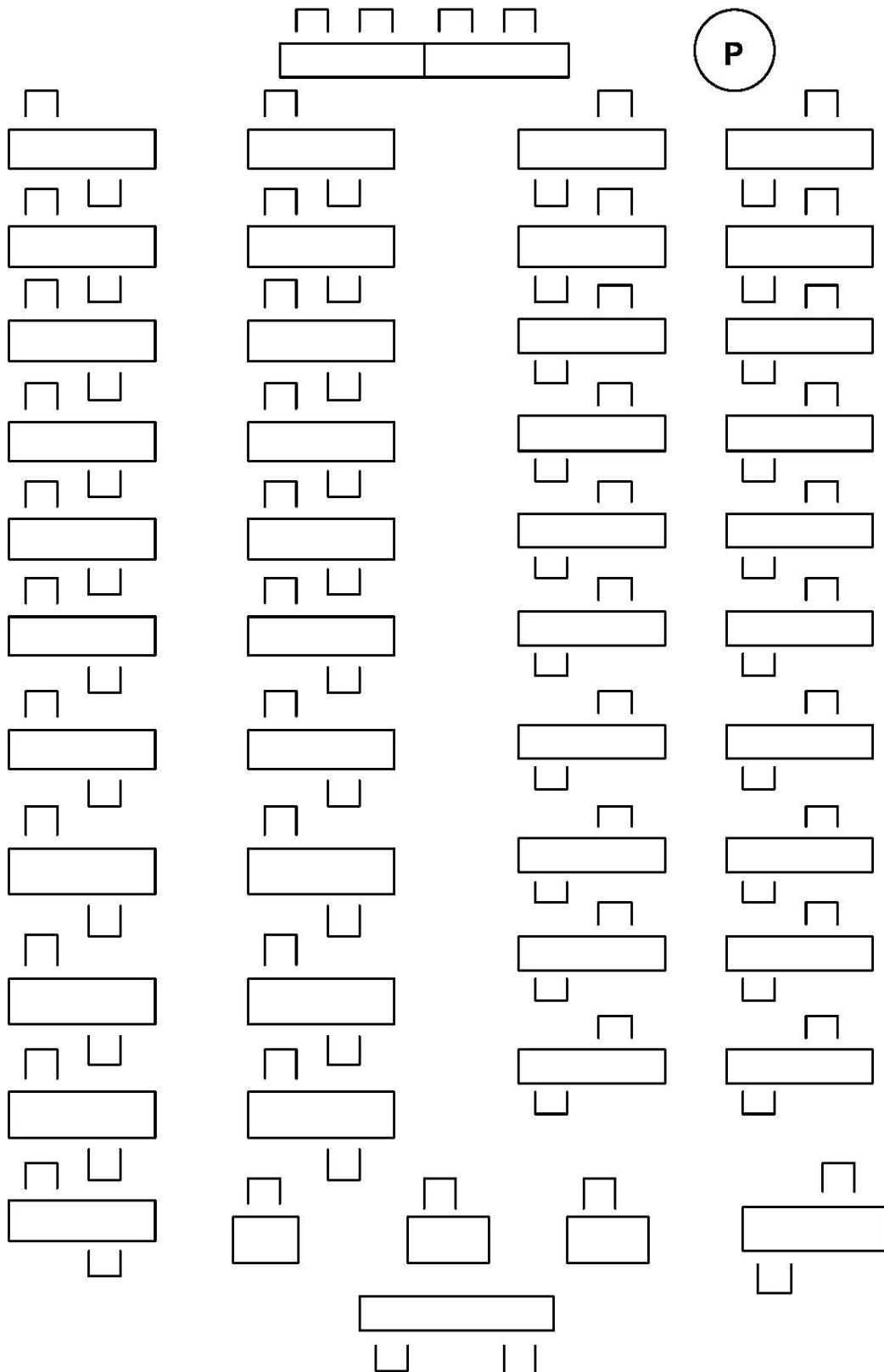
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### Small Halt



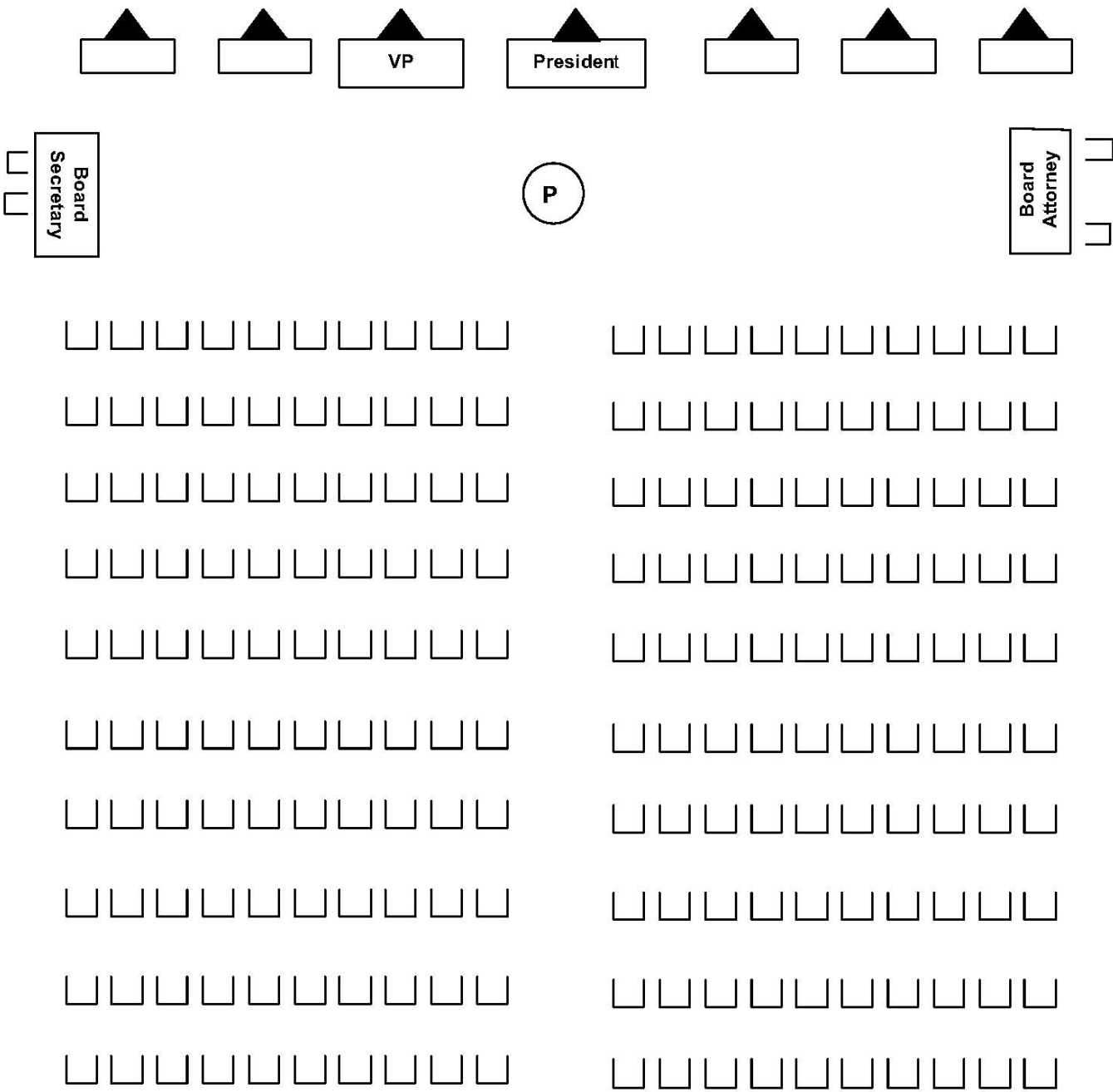


ATTACHMENT B: TESTING STYLE (Training Centers)



ATTACHMENT C:

PUBLIC MEETING STYLE (Auditorium)



## **SAMPLE QUESTIONS**

The questions on the Janitor exam will be similar to the following eight questions. You will need to refer to the "Equipment Supply and Safety" table and/or the "Duty" table and/or the "Room Setup" attachments to respond to most of the questions.

Choose the best response to each item, then compare your response to the answer key on the last page of the study guide.

1. What equipment would you use to clean a window from inside?
  - a) Squeegee
  - b) Glass cleaner
  - c) Both a squeegee and glass cleaner would be used
  - d) None of the above
2. The most important equipment needed to mop a floor is:
  - a) Bucket
  - b) Whisk broom
  - c) Both a bucket and a whisk broom are needed
  - d) None of the above
3. To clean a restroom, you always need the following:
  - a) Toilet brush
  - b) Putty knife
  - c) Both a toilet brush and a putty knife are always needed
  - d) None of the above
4. To empty 10 trash cans you will use:
  - a) Bucket
  - b) Garbage bags
  - c) Both a bucket and garbage bags will be used
  - d) None of the above
5. How many Janitors will be needed to setup the auditorium for a public meeting?
  - a) 1
  - b) 2
  - c) 4
  - d) None of above
6. It is 8:15 p.m. what work should you be performing?
  - a) Cleaning the kitchen
  - b) Cleaning the women's restroom
  - c) None of the above
7. What chemical would work best to clean the book cases?
  - a) Odor OUT!®
  - b) Disinfectant
  - c) Either Odor OUT!® or disinfectant
  - d) None of the above
8. When should you wear a back brace?
  - a) When changing a light bulb
  - b) When lifting the floor buffer
  - c) When either changing a light bulb or lifting the floor buffer
  - d) None of the above

## **ANSWERS TO SAMPLE QUESTIONS**

1.     **C**     (to find “squeegee” or “glass cleaner”, refer to Equipment, Supplies and Safety Items table)
2.     **A**     (to find “whisk broom” or “mop”, refer to Equipment, Supplies and Safety Items table)
3.     **A**     (to find “toilet brush” or “putty knife”, refer to Equipment, Supplies and Safety Items table. You may sometimes use a putty knife when cleaning the restroom, but you will always use a toilet scrubber).
4.     **B**     (to find “bucket” or “garbage bags”, refer to Equipment, Supplies and Safety Items table. A bucket is too small to gather garbage.
5.     **C**     It takes 4 Janitors to lift and carry a conference table.
6.     **C**     If you are on schedule, you will be on a lunch break.
7.     **D**     Bookcases are feather dusted only.
8.     **B**     You may use a back brace at other times, but you should wear a back brace when lifting heavy objects, such as the floor buffer.