

Sample written exam

This short sample examination contains the kinds of questions you will find on the actual accreditation examination. Answer the sample examination in one sitting and adhere to the suggested time guidelines at the beginning of each part. Complete the exam to the best of your ability. Do not exceed the time limit of two hours. When you're finished, compare your answers with the evaluation guidelines and sample answers that follow the exam. Use the guidelines to determine your weak areas and review related topics through reading, workshops, seminars, conferences or discussions with a mentor.

Part 1—General Knowledge (Budget about 50 minutes)

Essay

1. Your company, Reliable Cleaning Services, offers janitorial and cleaning services to offices, hotels, schools and large institutions. Services include cleaning and maintenance of carpets, floors and windows, as well as other miscellaneous services. The headquarters is located in Ribbon City, and Reliable has 14 branch offices in major centers across the country. You just learned the company has won a contract from Hobnob Hotels, a large national hotel chain, to clean and refurbish its 50 hotels. Reliable is having a good year and growing fast, with 15 new major clients added this year. It now has more than 200 major clients. The contract is worth \$3 million in revenue per year for three years. This is the largest partnership agreement your company has made in its history. Your regional manager, Oscar Stone, and your president, Eleanor Roby, will visit Hobnob's head office in Edison City next week to sign the deal with George Brooks, VP of operations at Hobnob.
 - A. Prepare a news release for the Ribbon City media to announce the contract OR write a story about the contract for publication in your employee newsletter, *Cleaning Up*.
 - B. List three ways you would use (distribute) the news release to support the announcement, and list three other communications tactics or activities you might recommend to support the signing.
2. The local media have just announced that a senior manager at your company has been indicted for bribing local elected officials to change zoning bylaws that are restricting construction of a new manufacturing facility. The company president says he has been advised by the company attorney to "not say anything to employees." You've arranged to meet with the president to discuss the issue further. What are your talking points for the meeting, and what will you recommend?

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