



Registration Information

*Technician Name: _____

*Facility Name: _____

*Supervisor's Name: _____

*Mailing Address 1: _____

Mailing Address 2: _____

*City: _____

*State: _____

*Zip Code: _____

*Contact Phone: _____

*Fax: _____

***Required**

Multiple Choice

Detail Certification Test Questions:

Intro:

1. Express Detail services are:
 - a. Convenient "while-you-wait" services
 - b. A full detail cut into sections
 - c. A great way to offer additional appearance services
 - d. All of the above

2. When setting up your detail facility you need:
 - a. A sound system
 - b. Proper lighting and compressed air
 - c. Refrigerator
 - d. Company letterhead

3. The appearance of the shop and employees are not important.
 - a. True
 - b. False

Sales:

4. What is the first step in the Simoniz express detail sales model?
 - a. Greet the customer
 - b. Educate the customer
 - c. Observe the vehicle
 - d. Process their ticket

5. What are you looking for when observing the vehicle?
 - a. Possible services to recommend as well as pre-existing damage
 - b. What year the vehicle was manufactured
 - c. VIN number
 - d. The number of cup holders

6. Recommending a wax service two weeks after a wax service was performed on the vehicle is a real recommendation.
 - a. True
 - b. False

7. Communication between the technicians and the sales person is key to a successful detail shop.
 - a. True
 - b. False

8. Who tells the customer what results they can expect from the service they have chosen?
 - a. Manager
 - b. Signs / Advertising
 - c. Salesperson
 - d. Detail Technician

Exterior Hand Wash:

9. Begin a hand wash with:
 - a. Vacuum
 - b. Prep wash the heavily soiled areas such as engine and door jams
 - c. Glass
 - d. Clay

10. Pre-treating and spraying the door seams while the doors are closed will protect the interior surfaces from getting wet.
 - a. True
 - b. False

11. Which product is best to use while cleaning an engine?
 - a. Alcohol
 - b. Acid
 - c. Tire Dressing
 - d. Alkaline cleaner degreaser

12. Tar Solvent is perfectly safe for clear plastic surfaces.
 - a. True
 - b. False

13. Bugs and Tar should be pre-treated with products that are formulated to loosen them from the surface.
 - a. True
 - b. False

14. How many buckets should be used in the "hand" wash process?
 - a. 1
 - b. 2
 - c. 3
 - d. 0

15. When two people are washing the same car where should they each start?
 - a. both in front
 - b. both in rear
 - c. one front passenger's and one rear driver's side
 - d. one front driver's side and one rear passenger's side

16. The top down method is preferred when cleaning the body of the vehicle.
 - a. True
 - b. False

17. The car needs to be dry before claying the vehicle.
 - a. True
 - b. False

18. If drying the body of the vehicle by hand, which is the recommended?
 - a. Let stand and air dry
 - b. Two folded micro-fiber (micro-magic) towels
 - c. A blow gun and compressed air
 - d. Terry Towels

19. Before cleaning wheels, they should be cool to the touch.
 - a. True
 - b. False

20. Which Brush is used to scrub White walls and White letters?

- a. Carpet mat scrub brush
- b. Pneumatic carpet brush
- c. Brass bristled brush
- d. Truck wash brush

Clay:

21. Why do we clay a vehicle?

- a. To remove surface contaminants such as iron oxide
- b. To create a smooth surface
- c. To help wax adhere better and last longer
- d. All of the above

22. Front to back motions are recommended when claying a vehicle.

- a. True
- b. False

23. If you drop clay it is ok to rinse and use again.

- a. True
- b. False

24. What should be done periodically when claying a vehicle?

- a. Rinse the vehicle
- b. Knead the clay (fold into itself)
- c. Rinse the clay
- d. Apply wax

25. Lubricating the clay and surface are unnecessary.

- a. True
- b. False

26. It is safe to clay any flat surface.

- a. True
- b. False

27. Which areas of the vehicle typically contain the most contaminants.

- a. Below the belt line and rear hatches
- b. The roof
- c. The windshield
- d. Door handles

Polish:

28. The tools recommended for express polishing services are:
- pneumatic carpet tools
 - simple rotary tools
 - Orbital polishers
 - Melamine sponges
29. The size of the area to be polished at one time should be roughly:
- $\frac{1}{4}$ of the vehicle'
 - Half of the vehicle
 - The entire vehicle
 - 2'X2'
30. It is not important to polish evenly in overlapping motions.
- True
 - False
31. When polishing and confronted with angles and curves in the body, you should:
- Move the polisher with the body steadily while avoiding dwell time on the edges
 - Avoid the angles and cover with wax
 - Spend more time and slow movement on the angles
 - Rush through those areas
32. Correct polishing techniques can remove swirl marks and micro scratches
- True
 - False

Express Wax:

33. It is important to cover how much of the vehicle from each side to ensure nothing is missed?
- 100%
 - 50%
 - 25%
 - 60%
34. The first step of the Wax service (after it is washed) is to:
- Clean windows
 - Dress tires
 - Blow out weep areas
 - Apply wax

35. Which precautions should be taken when using a blow gun and compressed air?
- Be mindful of the hose and amount of pressure towards delicate areas such as mirrors
 - Get as close as possible to the creases
 - Use as much pressure as the compressor will allow
 - Drag hose over the paint to blow out hard to reach weep areas
36. It is important to remove residual tar and bugs prior to applying wax.
- True
 - False
37. The key to quick and effective wax application is:
- The more wax the better
 - Apply a large amount to an applicator and continue to add more at each panel
 - Apply in direct sunlight
 - Even pressure and even application of the wax
38. What tools are great for wax application because they mimic hand motion?
- Simple rotary buffers
 - Orbital polishers
 - Carpet Extractors
 - Dry Vapor Steamers
39. Larger drive pads on tools speed up the process on larger surfaces, but create more "cut-in-areas".
- True
 - False
40. To avoid scratching the car when waxing the upper panels of the vehicle with an electric tool you should:
- Use two extension cords
 - Drape the cord over your shoulder
 - Hold the cord with one hand while holding the tool with the other
 - Add more wax to hide any scratches that may occur.
41. During a wax service, how do you check to see when the product has fully hazed.
- Look for haze
 - Pull vehicle into the sun
 - Swipe a finger to see if it is still greasy or completely wipes away
 - Leave it overnight.

42. To remove the wax using micro fibers, they should be folded to ensure control over what gets picked up.
- True
 - False
43. Applying tire dressing using a tire applicator avoids:
- Sling onto the paint
 - a mess on the wheel
 - Uneven application to the tire
 - All of the above
44. When cleaning the glass, the first step is to:
- Drop the windows in order to get the rim
 - The box method
 - Flip the towel
 - The windshield

Upholstery Shampoo:

45. Using compressed air in the upholstery process loosens debris in the cracks and crevices that the vacuum couldn't reach.
- True
 - False
46. Oil based stains are removed using:
- Alcohol based products
 - Solvent based products
 - Water based products
 - Steam
47. The upholstery process should always begin with the front passenger side.
- True
 - False
48. The pneumatic carpet tool and upholstery cleaner:
- Remove debris
 - Loosen and agitate
 - Dries the surface
 - All of the above
49. If a full interior detail was sold. Which services should be done first?
- The headliner
 - Super interior clean
 - Those which get surfaces wet that directly come in contact with the customer
 - Leather

Carpet Shampoo:

50. The first step in a Carpet Shampoo service is:
- Blow out debris
 - Spray Carpet and Upholstery cleaner
 - Vacuum
 - Pre-treat stains
51. It is recommended to reach and use the vacuum under seats where you are unable to see.
- True
 - False
52. For extremely soiled carpets without time constraints, which method is recommended?
- Dry clean / surface cleaning method
 - Hot Water Extractor
53. What can occur if you do not return the vehicle to the customer dry?
- Mold
 - Odor
 - Customer's clothes can get wet and potentially cause damage
 - All of the above
54. When removing pet hair use which of the following tools?
- Wire poke brush
 - Pumice stone or rubber brush
 - Carpet mat scrub brush
 - Pneumatic carpet tool
55. Which tools are removal tools for the shampoo processes?
- Product and brush
 - Air and vacuum
 - Pneumatic tool and towel
 - Towel and vacuum
56. The carpet attachments for the pneumatic tools are stiffer than the upholstery attachments.
- True
 - False
57. Only the carpet on the floor is shampooed during a carpet shampoo service.
- True
 - False

Super Interior Clean:

58. What surfaces do we not dress?
- Side steps
 - Pedals
 - Steering wheel
 - All of the above
59. The first step in a super interior clean service is:
- Vacuum
 - Clean the hard surfaces
 - Remove customer belongings
 - Blow out hard to reach areas
60. Why do we move the seats back and forth?
- To expose the most amount of carpeted area
 - To avoid reaching under the seat
 - To allow each seat to be in the direct view of the other side of the vehicle
 - All of the above
61. Compressed air cannot damage electronics.
- True
 - False
62. Before cleaning the larger surfaces in a super interior service, you should pre treat cup holders and hard to reach areas such as window pulls and vents using detail brushes.
- True
 - False
63. We recommend spraying all purpose cleaner degreaser on the surfaces within the vehicle.
- True
 - False
64. Detail brushes can cause damage to a seat if they are placed in a back pocket.
- True
 - False
65. Concentrated products will always work their best at maximum concentration and will not cause damage.
- True
 - False

66. The best way to clean headliners is:
- Hot Water Extractor
 - Solvent cleaner
 - Carpet Spotter Wipes
 - Steam
67. How do you even the shine after dressing the vehicle?
- Buff with a secondary towel
 - Spray with all purpose cleaner
 - Pre- spray dressing
 - All of the above
68. A good time to clean automatic shifters, vanity mirrors and gauge cluster is:
- While cleaning the plastics
 - While dressing
 - While cleaning the glass
 - While blowing out

Leather:

69. What type of a product should you use to clean the leather before conditioning it?
- Wheel acid
 - Mild detergent (neutral cleaner)
 - Solvent cleaner
 - All of the above
70. Are carpet spotter wipes safe for leather?
- Yes
 - No
71. Why do we apply conditioner to leather?
- To make it shiny
 - To prevent cracking and splitting caused by friction
 - To make it smell good
 - To dry it out
72. You shouldn't buff the leather cleaner conditioner product with a clean dry terry after applying to the seat.
- True
 - False

Body Gloss:

- 73. Body Gloss is safe on all automotive surfaces except glass.
 - a. True
 - b. False

- 74. Body Gloss can be applied to a wet vehicle.
 - a. True
 - b. False

- 75. Body Gloss is merely a polish and offers no protection
 - a. True
 - b. False