

**REGISTERED BUILDING SERVICE MANAGER  
RBSM RE-REGISTRATION EXAM**

**MAINTAINING REGISTRATION**

Each Registered Building Service Manager (RBSM) is required to submit a completed “Knowledge Review” examination every two years to maintain the RBSM designation. All RBSM renewal candidates must complete the examination and re-registration application and submit it to the Certification Department at BSCAI headquarters with a postmark dated no later than **July 1<sup>st</sup>** of the re-registration year.

The RBSM renewal candidate must receive a passing grade of 70% in order to maintain the designation. Should the designee fail to achieve a 70% score, he or she will have thirty days following notification in which to re-submit a second “Knowledge Review” examination for scoring to BSCAI Headquarters. If the designee is still unsuccessful, no further testing will be allowed.

**LIFETIME REGISTRATION**

A RBSM who has reached the age of sixty-two is registered for life. No further reporting or examining is required except to initially notify the Certification Department in writing of meeting the age requirement.

**PROCEDURES**

It is the responsibility of the RBSM designee to ensure that he or she meets the July 1<sup>st</sup> deadline and completes all the re-registration requirements. Upon verification of a passing score on the “Knowledge Review” examination, and receipt of the \$50.00 re-registration fee, a new registration will be issued.

**FEEES**

The fee for each two-year renewal period for BSCAI members is \$50.00. **THIS FEE MUST ACCOMPANY YOUR COMPLETED EXAMINATION AND RE-EGISTRATION APPLICATION WHEN IT IS MAILED TO BSCAI HEADQUARTERS.**

**THIS KNOWLEDGE REVIEW EXAMINATION AND RE-REGISTRATION APPLICATION MUST BE RETURNED TO BSCAI’S HEADQUARTERS NO LATER THAN JULY 1. YOUR RENWAL FEE MUST ACCOMPANY YOUR COMPLETED KNOWLEDGE REVIEW EXAMINATION AND RE-REGISTRATION APPLICATION WHEN IT IS MAILED TO BSCAI.**

**RETURN TO:            Building Service Contractors Association International  
                                 Certification Department  
                                 401 N. Michigan Ave., Suite 2200  
                                 Chicago, IL 60611**

**REGISTERED BUILDING SERVICE MANAGER (RBSM) RE-REGISTRATION APPLICATION**

NAME: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

TITLE/POSITION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP CODE: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

**I hereby request registration. I am submitting the attached “Knowledge Review” examination. I pledge to uphold the Code of Ethics of BSCAI, and I enclose my re-registration fee of \$50.00.**

DATE SUBMITTED: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

METHOD OF PAYMENT:

Amount: \_\_\_\_\_

Check Enclosed: \_\_\_\_\_

Credit card (please check one): Visa \_\_\_\_\_ MasterCard \_\_\_\_\_ America Express \_\_\_\_\_

Account Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Print name appearing on credit card: \_\_\_\_\_

Card holder’s signature: \_\_\_\_\_

RETURN TO: BUILDING SERVICE CONTRACTORS ASSOCIATION INTERNATIONAL  
CERTIFICATION DEPARTMENT  
401 N. Michigan Ave.  
Suite 2200  
Chicago, IL 60611

**REGISTERED BUILDING SERVICE MANAGER (RBSM) RE-REGISTRATION APPLICATION**

Name: \_\_\_\_\_

Company: \_\_\_\_\_

The following is an “open book” examination. Examinees are encouraged to use industry resources in completing this “Knowledge Review” examination

**TRUE/FALSE QUESTIONS**

In answering true/false statements, circle the T preceding the statement if the statement is true, and circle the F if the statement is false.

1.     T     F     It is not necessary to test for color-fastness when cleaning commercial upholstery.
  
2.     T     F     If a supervisor makes sexual advances to an employee, and you as a manager know nothing of the situation, the company is not legally liable.
  
3.     T     F     Chemicals may be legally transferred to a portable unmarked container as long as the original container is adequately labeled.
  
4.     T     F     It is not necessary for cleaning contractors to obtain MSDS forms if they have not been provided by the chemical manufacturer.
  
5.     T     F     Artificial respiration should not be attempted if there is no heartbeat.
  
6.     T     F     It is better to avoid discussing employee substance policies during the orientation phase because it might cause good employees to quit.
  
7.     T     F     The Americans with Disabilities Act does not prohibit an employer from asking questions about such topics as drinking habits.
  
8.     T     F     Employers can require employees who regularly come in contact with the public to maintain a generally clean and neat appearance.
  
9.     T     F     Having rules that forbid employees to speak in their native language is an acceptable practice.
  
10.    T     F     It is not necessary to keep accurate disciplinary records for all employees.
  
11.    T     F     The best method of removing winter salt from floors is to use a wet vac or auto scrubber with clear water and a neutralizer or a neutral pH cleaner.

12. T F One of the most common problems in communications stems from the failure of a supervisor to have a clear understanding of exactly what it is he or she wants to communicate.
13. T F An employer who receives a citation for an OSHA violation must post a copy of the citation at the work site where the alleged violation occurred.
14. T F An employer may prohibit the distribution of union literature in working areas during both working and non-working hours.
15. T F The “production-oriented” manager as opposed to the “people-oriented” manager is consistently the one to achieve the most production.

**MULTIPLE CHOICE QUESTIONS:**

Multiple choice questions may have more than one correct answer. You are to circle the letter(s) preceding each correct statement.

16. Which of the following questions can be asked during a job interview:
- a. Are you married?
  - b. What is your spouse’s name/occupation?
  - c. Do you have any children?
  - d. Why did you leave your previous job?
  - e. Are you pregnant?
  - f. How long do you plan to work for us?
17. Among the concerns of rotary shampooing of carpets are that:
- a. It breaks the fibers
  - b. It bends the fibers
  - c. It can over-wet the fibers
  - d. It can be more labor intensive than other methods
18. Under the Equal Pay Act, which of the following may justify a pay differential between men and women working in the same building:
- a. Their work requires significantly different levels of skill
  - b. The company’s contract with the union calls for higher pay for men operating floor machines
  - c. When the work they perform requires significantly different amounts of effort
  - d. When they are at different levels of the company’s seniority system
19. Which of the following typical excuses for cleaning problems will be accepted by the customer as legitimate reasons?
- a. “Employee was absent”
  - b. “Employee was on vacation”
  - c. “We have a new employee”
  - d. “The vacuum is broken”
  - e. None of the above

20. The most important ingredient for maintaining good customer relations is:
- Personal social contacts
  - Frequent inspections of the building
  - Building supervisor reports to top management
  - Maintaining a proper flow of communications between your company and the customer
21. The most important ingredient a client buys from a building service contractor is its:
- Janitors
  - Supervisors
  - Equipment and chemicals
  - Management expertise
  - Direct labor
22. Major rules in controlling chemical hazards include:
- Recognizing hazards to the eyes
  - Wearing protective gloves, aprons, etc.
  - Reading and following label instructions
  - Storing chemicals properly
  - Smell chemical before use if unlabeled
23. The reasons for proper upkeep of equipment include:
- To avoid injuries to employees
  - To get the job done in the fastest, easiest, and most efficient way
  - To prolong equipment life
  - To give the employee more varied duties and responsibilities
24. List three steps a building service contracting company can implement to protect its company and workers from the abuse of illegal or prescription drugs and/or alcohol:
- \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
25. List three in-house training program ideas for new employees:
- \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_

**END OF EXAMINATION**