# Floral Delivery Questions

1. What kind of information would be on a delivery log?
    a. Time of Delivery
    b. Signature line for customer or neighbor to sign
    c. Date of delivery
    d. All of the above

2. Orders that can't be delivered need special attention…The driver should:
    a. Take proper care of arrangement until delivery occurs
    b. Never take deliveries to this address again
    c. Make phone call to recipient to schedule a new delivery time.
    d. A & C

3. Deliveries should be made by:
    a. Men with grumpy faces only
    b. Happy cheerful person, representing the image of the store
    c. Don't matter just a delivery
    d. A & C

4. When you are delivering flowers a delivery driver should:
    a. Make corners very, very fast to keep vases upright
    b. Stop fast so flowers don't fall backwards
    c. Drive smooth with smooth stops and turns.
    d. None of the above

5. When deciding your delivery route you should:
    a. Should be delivered in order by time of order taken
    b. Arrange orders by timing and delivery area from the farthest to the nearest.
    c. Best customers delivered first then rest later
    d. Most expensive arrangements are delivered first.

6. A Motor Vehicle Report from your states DMV will prove all the following information **Except**
    a. Type of drivers license
    b. License restrictions
    c. Prior criminal convictions
    d. Traffic and safety violations

7. A floral delivery tool box should contain at least:
    a. A good map of the delivery area.
    b. Tools for simple repairs to a floral arrangement
    c. Delivery log sheets and door tags

d. All of the above

8. What should you do If your delivery vehicle stops between deliveries and you are unable to finish the timed deliveries:
    a. Call 911
    b. Call service gas station
    c. Call floral shop so they can send another vehicle to do rest of deliveries
    d. All of the above

9. Who would be best and should train a new delivery person?
    a. The shop owner or manager
    b. Anybody who know how to drive
    c. Somebody that can design
    d. All the above

10. As the delivery driver, you need to help with vehicle maintenance by:
    a. Keeping the gas tank full
    b. Keep track of mileage and make sure oil is changed every 3,000 miles.
    c. Check oil, coolant fluids and tire pressure
    d. All the above

11. When hiring a delivery person things you should look for:
    a. Someone neat and presentable.
    b. Someone who is well spoken and pleasant.
    c. Someone who has some knowledge of area roads and geography.
    d. All the above

12. What makes your delivery vehicle look **unprofessional**?
    a. Clean interior
    b. Cleaned and washed outside
    c. Dirty, rusty, old van with blue smoke coming out.
    d. Company logo and information on vehicle

13. _____captures all details of an order from sales to delivery and ensures all employees fully understand the order specifications and timing.
    a. Designer manager
    b. Delivery log
    c. Accurate writing and spelling
    d. All of the above

14. Delivery door tags are used to:
    a. Notify the recipient of a delivery attempt

b. Let recipient know if a neighbor accepts delivery
c. Give recipient contact information for rescheduling
d. All of the above

15. These systems can protect plants and arrangements on the road
    a. Vehicle transport system
    b. Delivery log
    c. Driving of the delivery person
    d. Vases

16. In hiring a delivery person you should do all the following:
    a. Ask about their driving record
    b. Check with DMV on license and records
    c. Use application with job history, and then check it.
    d. All of the above

17. What are the **three** key expenses in delivery charges for a floral shop
    a. Vehicle, damaged delivery flowers, gas expenses
    b. Vehicle, payroll cost, and facilities delivery areas expenses
    c. Payroll, gas cost, and managers income
    d. A & B above

18. If you think about the number of contacts your business has with the public everyday you'll quickly realize that your _____and _____make up a substantial part of them.
    a. Fresh flowers and pretty designs
    b. Front counter and phone operators.
    c. Delivery personnel and vehicles
    d. All the above

19. As the delivery driver, during your **Weekly** vehicle maintenance you should:
    a. Check wipers, belts, hoses and tire wear
    b. Change oil weekly and coolants check
    c. Wash vehicle, check brakes, check for dents
    d. None of the above

20. Whether you are large enough to have a full time dispatcher, or make deliveries yourself, keeping order on track is a matter of:
    a. Sorting
    b. Following up

c. Planning
d. All of the above

21. Should a delivery driver let someone know before he leaves that some blooms are broken on the arrangement
    a. Always, make sure is fixed before it is delivered
    b. Only when you have time
    c. Never, just deliver them
    d. Sometimes and other times not