



IAH Quiz

Each quiz will be worth a .5 (one-half) CEU!

The Indiana Accredited Horticulturist Committee is pleased to provide you an opportunity to earn CEUs (continuing education units) in each issue of the *Indiana Nursery and Landscape News*.

The IAH quiz offered in each issue can be completed by anyone who is an "Active" (current) IAH (initial or masters).

Each quiz will be worth a .5 (one-half) CEU (continuing education unit) for the completion of the bi-monthly quiz with a pass rate of 80%. Over a 2-year period, you could earn up to 6 CEUs if you take and pass every quiz!

The INLA office will grade the quiz. Questions and answers have been provided by the IAH committee.

Thank you and good luck studying!

The Indiana Accredited Horticulturist Committee

Co-Chairs

- George Brenn, Four Seasons Landscaping Nursery
- Gabriel Gluesenkamp, Designscape Hort Services

Committee Members

- Brian Bunge, Twixwood Nursery
- Wayne Gruber, Niemeyer's Landscape Supply
- Jim Messmer
- Melissa Mravec, Allen Landscape
- Jodie Overmyer, Marshall County Soil and Water

IAH QUIZ: JANUARY/FEBRUARY 2022

Due: February 28, 2022

Complete the quiz and email or mail to INLA by the deadline above. Be sure to write your name, IAH number, and contact information on the bottom of the quiz when submitting.

1. When answering the phone in the garden center, it is advisable to be sure to place the caller on hold so the can enjoy the "on hold" music or message.
T or F
2. Questions that start with the words _____, _____, _____, or _____ are "open-ended" questions and cannot be answered with a simple yes or no.
3. Because YOU are the company in the eyes of the customer, it is important that you know your store's _____ regarding guarantees, replacements, _____, etc.
4. Proper spacing of plants, especially evergreens like Juniper and Arborvitae, so the foliage is not touching adjacent plants avoids _____ and loss of _____ due to lack of exposure to sunlight
5. Container plants sitting on a hot asphalt surface will _____ more rapidly than those sitting on gravel or benches because of an unfavorable _____ environment
6. Plants kept over winter by a garden center must be protected from _____ which could cause root damage.
7. If you are confronted by a disgruntled customer, you should try to move the conversation _____ from the checkout area to avoid the attention of _____.
8. A customer wants to purchase bags of mulch but does not know how many to buy. You should ask _____ area they have and _____ they want the mulch.
9. Tie-In Sales actually benefit the customer, because you know _____ to have a positive experience with their purchase and can suggest those products.

Name: _____

IAH No.: _____

Phone: _____

Email: _____

Send answers to: info@inla1.org -or- mail to INLA, 7915 S. Emerson Ave., #247, Indianapolis, IN 46237