

Section 1.0

Managing routine and emergency repair/replacement processes

Objectives:

Correct answers will indicate knowledge about how to:

- 1.01 Prioritize service requests from multiple locations based upon various factors.
- 1.02 Assist a store associate (remote or local) in troubleshooting a request.
- 1.03 Gather relevant data to best diagnose a service request and determine appropriate action.
- 1.04 Demonstrate the usefulness of benchmark pricing when evaluating quotes and invoices.
- 1.05 Evaluate the quality of a completed service request.
- 1.06 Write a simple service request to solicit bids from vendors.

Section 2.0

Managing Preventative Maintenance (PM) programs

Objectives:

Correct answers will indicate knowledge about how to:

- 2.01 Summarize the importance of preventative maintenance programs.
- 2.02 Recommend changes or improvements to preventative maintenance programs to create efficiency and cost effectiveness.
- 2.03 Assess vendor performance by comparing and contrasting service tickets generated from the preventative maintenance service.
- 2.04 Evaluate and identify the repair recommendations included on a preventative maintenance report as “necessary”, “deferrable”, or “unnecessary”.
- 2.05 Identify, evaluate, and recommend action for site-specific variables which require modification of the preventative maintenance program.

Section 3.0

Managing a project roll out

Objectives:

Correct answers will indicate knowledge about how to:

- 3.01** Accurately understand and communicate scope of work requirements to vendors.
- 3.02** Assemble a project plan for a roll-out project.
- 3.03** Ensure that work is completed to standards, and per the scope of work and project plan.
- 3.04** Evaluate responses to an RFP and make a purchase recommendation for goods and services.
- 3.05** Facilitate issue resolution during a roll-out project.

Section 4.0

New store turnover

Objectives:

Correct answers will indicate knowledge about how to:

- 4.01** Determine responsibility for preventative maintenance of facility components.
- 4.02** Determine training needs for new store staff regarding primary building systems.
- 4.03** Identify resources to train the new store staff regarding primary building systems.
- 4.04** Locate, qualify, and set up vendors.

Section 5.0

Closing an existing store

Objectives:

Correct answers will indicate knowledge about how to:

- 5.01 Implement a project plan for a store closing.
- 5.02 Complete the tasks necessary to secure a building at closure.
- 5.03 Determine requirements to comply with tenant responsibilities during lease surrender.
- 5.04 Identify the primary resources necessary to close a store.
- 5.05 Demonstrate knowledge of the consequences when a store closure does not meet lease requirements.

Section 6.0

Maintaining accurate database information

Objectives:

Correct answers will indicate knowledge about how to:

- 6.01 Analyze database information to make equipment recommendations.
- 6.02 Analyze database information to evaluate vendor performance.
- 6.03 Analyze database information to evaluate preventative maintenance program performance.
- 6.04 Demonstrate knowledge of the information that should be maintained in a database.

Section 7.0 **Managing Assets**

Objectives:

Correct answers will indicate knowledge about how to:

- 7.01** Identify potential impact of asset condition on store operations.
- 7.02** Identify data necessary to determine and defend a capital acquisition or repair expense.
- 7.03** Demonstrate technical knowledge to assess the condition of an asset during a site visit.
- 7.04** Demonstrate a basic knowledge of regulations and codes to assess compliance during a site visit.
- 7.05** Determine if an asset needs a cosmetic fix, a repair, or replacement.

Section 8.0 **Executing a disaster management process**

Objectives:

Correct answers will indicate knowledge about how to:

- 8.01** Demonstrate the ability to implement the disaster plan.
- 8.02** Monitor situation and provide status reports throughout the disaster.
- 8.03** Assess post-disaster conditions and implement appropriate actions.
- 8.04** Assemble information for post-disaster review.
- 8.05** Evaluate effectiveness of disaster plan and implementation.