

**LOS ANGELES UNIFIED SCHOOL DISTRICT  
DIVISION OF ADULT AND CAREER EDUCATION  
CUSTOMER SERVICE & CUSTOMER SERVICE REPRESENTATIVE SAFETY TEST**

School: \_\_\_\_\_ Industry Sector: Marketing, Sales & Service

Class: \_\_\_\_\_ Date: \_\_\_\_\_

Teacher: \_\_\_\_\_ Room: \_\_\_\_\_  
(Please Print)

Your Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
(Last) (First)

Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_  
(Street) (City) (Zip)

In Case of Accident, Notify: \_\_\_\_\_ Phone: \_\_\_\_\_

**To the Student:**

These instructions are an important part of training in the Customer Service program. All members of the class must observe safety rules and precautions. Habits of carelessness or of failure to follow these rules are sufficient cause for dismissal from the class.

All students are required to learn these safety rules as part of the Customer Service program. Additional specific safety instructions are taught in the classroom about the various operation of machines and other workplace equipment.

All students will be required to pass this safety examination with 100% accuracy and to sign the back page of this examination indicating that you have received these instructions.

***This test must be on file in the school records for 5 years.***

**Directions: Mark "T" for true if the following statements are completely true or "F" for false if any part of the statement is untrue. The first statement will serve as an example:**

- |  |                             |
|--|-----------------------------|
| 0. Most accidents in the classroom are due to unsafe acts by people.   | <u>    <b>T</b>    </u>     |
| 1. All classroom injuries and accidents must be reported to the teacher immediately.   | <u>                    </u> |
| 2. The school elevator may be used during an emergency such as fire or earthquake.   | <u>                    </u> |
| 3. It is permissible to store heavy items on top of file cabinets and bookcases as long as nothing is stored within 18" of the sprinkler system.   | <u>                    </u> |
| 4. Objects or materials must be passed carefully to or at another student.   | <u>                    </u> |
| 5. You may lift or carry heavy boxes or equipment in school less than 25 lbs. using proper lifting techniques.   | <u>                    </u> |
| 6. Any frayed cord or even the slightest shock or spark from electrical wire or connections must be reported to the instructor immediately.  | <u>                    </u> |
| 7. When broken tools or an unsafe classroom condition are found, or a machine needs repair, it is permissible to make the needed repair and then report the condition to the instructor. | <u>                    </u> |

8. Smoking on school campus is a violation of District rules and the Health Code. \_\_\_\_\_
9. Hands must be dry when handling any electrical equipment. \_\_\_\_\_
10. All four legs/wheels of the chair must be on the floor. Tilting back can cause the loss of balance. \_\_\_\_\_
11. A clean, well-organized work area will help reduce the possibility of an accident. \_\_\_\_\_
12. Staring at a computer monitor longer than 20 minutes may cause eye strain. \_\_\_\_\_
13. Office machines should be turned off after your work day. \_\_\_\_\_
14. It is permissible to stand on a chair when a ladder is not available. \_\_\_\_\_
15. Extension cords may be pulled out of the outlet by the cord. \_\_\_\_\_
16. Students are not allowed to use a paper cutter without supervision from the instructor. \_\_\_\_\_
17. Storage cabinet doors and file cabinet drawers may be kept open. \_\_\_\_\_
18. It is permissible to leave a computer printer or photocopy machine unattended while in operation as long as the work area is left clean when the job is complete. \_\_\_\_\_
19. Food and spillable drinks are allowed in the classroom. \_\_\_\_\_
20. Sharp objects, such as scissors and staple removers, should be stored safely when not used. \_\_\_\_\_
21. Work stations and equipment have sufficient adjustability so you are in a safe working posture and can make occasional changes in posture while performing computer tasks. \_\_\_\_\_
22. Computer tasks are organized in a way that allows you to vary tasks with other work activities, or to take micro-breaks or recovery pauses while at the computer workstation. \_\_\_\_\_
23. Floors and aisles should be kept clear of skateboards, backpacks, cords, and other personal items to prevent accidents and injuries. \_\_\_\_\_

<b>Student</b>	<b>Instructor</b>
<p>THIS IS TO CERTIFY that I have received instructions on safety precautions in my Customer Service class.</p> <p>The teacher demonstrated to me how to use tools, equipment and chemicals safely and correctly. I will observe all safety precautions. If ever in doubt regarding any operations, I will obtain the necessary information from my teacher.</p>	<p>THIS IS TO CERTIFY that</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">(name of student)</p> <p>has been given safety instructions in my class.</p> <p>I demonstrated the proper use of tools, equipment and chemicals in the class and this student passed this written safety test with 100% accuracy.</p>
<p>_____</p> <p>(Student Signature)                      (Date)</p>	<p>_____</p> <p>(Teacher Signature)                      (Date)</p>