



## RBSM KNOWLEDGE REVIEW

### 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 knowledge review and payment no later than June 30, 2026 to maintain their designation.

### LIFETIME REGISTRATION

A RBSM who has reached the age of sixty-two *and* has renewed their designation at least three times is registered for life. For example, someone who became certified in 2018 and recertified in the years 2020, 2022, and 2024, *and* has reached the age of sixty-two, would be eligible for lifetime certification in 2026. No further reporting, examining or payment is required except to initially notify the Certification Department in writing of meeting the age requirement to [certification@bscai.org](mailto:certification@bscai.org) by June 30, 2026.

### PROCEDURES

It is the responsibility of the RBSM designee to ensure that he or she meets the June 30 deadline and completes all the re-registration requirements. This knowledge review should be completed and returned via email to [certification@bscai.org](mailto:certification@bscai.org). The renewal payment can be made online or via check. Upon verification of a passing score on the “Knowledge Review” examination, and receipt of the \$100.00 re-registration fee, a new registration will be issued. Please allow up 30 days post the renewal period close of June 30 to receive an updated certificate.

### PAYMENT

The fee for each two-year renewal period for BSCAI members is \$100.00. You can pay one of two ways:

- **CHECK PAYMENTS:** Mail to the address below.  
BSCAI  
8326 Solutions Center  
Chicago, IL 60677
- **CREDIT CARD PAYMENTS:** To pay online via credit card, login to your personal [www.bscai.org](http://www.bscai.org) account and navigate to the user portal. Click on the bell icon with a red notification in the upper right corner, then click "Outstanding Balances" to view and pay the invoice. If you do not see this invoice, please contact BSCAI Headquarters.

**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 or receipt of \$100.00.**

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

METHOD OF PAYMENT:

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

Credit Card: \_\_\_\_\_

RETURN TO: BUILDING SERVICE CONTRACTORS ASSOCIATION INTERNATIONAL  
CERTIFICATION DEPARTMENT at [certification@bscai.org](mailto:certification@bscai.org).

## 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:
- Are you married?
  - What is your spouse’s name/occupation?
  - Do you have any children?
  - Why did you leave your previous job?
  - Are you pregnant?
  - How long do you plan to work for us?
17. Among the concerns of rotary shampooing of carpets are that:
- It breaks the fibers
  - It bends the fibers
  - It can over-wet the fibers
  - 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:
- Their work requires significantly different levels of skill
  - The company’s contract with the union calls for higher pay for men operating floor machines
  - When the work they perform requires significantly different amounts of effort
  - 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?
- “Employee was absent”
  - “Employee was on vacation”
  - “We have a new employee”
  - “The vacuum is broken”
  - 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**