



BUILDING MAINTENANCE KNOWLEDGE TEST (BMKT) TEST GUIDE

WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

WHAT IS THE BUILDING MAINTENANCE KNOWLEDGE TEST (BMKT)?

The BMKT measures knowledge in a variety of areas considered important in the effective maintenance of Company buildings. Topics covered by the test are: Part I – Heating, Ventilation, Air Conditioning (HVAC); Part II – Electrical Systems; Part III – Safety, Fire Protection, Environment; and Part IV – Building and Grounds, Plumbing, Administration, Security.

The BMKT consists of 100 multiple-choice questions. The test takes approximately 1 hour and 30 minutes to complete. The scoring of this test is based on the total number of correct answers for the total test AND the number of correct answers for Part I and Part II of the test. Incorrect answers are not counted. There is no penalty for guessing, so it is to your advantage to try as many questions as possible. If you are unsure about the answer to a question, a careful guess should be made.

WHAT CAN I EXPECT TO SEE ON THE TEST?

A sample question for each test part is provided below. These questions are not part of the actual test, but are examples of the types of questions contained in the test. The correct answer follows each sample question.

PART I – HEATING, VENTILATION, AIR CONDITIONING (HVAC)

- Q. Unless otherwise identified, fan performance data are based on:
- A. 70°F dry air at 14.7psi
 - B. moist air at 60°F
 - C. temperature and altitude
 - D. constant size and speed
- A. The correct answer is A. Fan performance data are based on 70°F dry air at 14.7psi.



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PART II – ELECTRICAL SYSTEMS

- Q. There are black marks and cracked insulation on the connections to a motor starter. What should be done?
- A. voltage should be checked
 - B. wire size should be increased
 - C. connections to the motor starter should be tightened and wire replaced
 - D. the insulation should be taped
- A. The correct answer is C. Connections to the motor starter should be tightened and wire replaced.

PART III – SAFETY, FIRE PROTECTION, ENVIRONMENT

- Q. Electrostatic precipitators are used to:
- A. charge batteries
 - B. remove fine particles of combustion
 - C. ground dangerous static electric charges
 - D. convert salt water into fresh water
- A. The correct answer is B. Electrostatic precipitators are used to remove fine particles of combustion.

PART IV – BUILDING AND GROUNDS, PLUMBING, ADMINISTRATION, SECURITY

- Q. Why are roofs inspected?
- A. to look for birds
 - B. to obtain water tight integrity
 - C. to check for materials
 - D. to look for foreign objects
- A. The correct answer is B. Roofs are inspected to obtain water tight integrity.

WHAT CAN I DO TO PREPARE FOR THE TEST?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. The best way for you to succeed on a given test is to adequately prepare. The BMQT assesses specific, practical technical knowledge. Acquiring this knowledge through work experience, coursework, or independent study is the best way to prepare to take the test. Keep in mind; however, that completion of coursework or independent study will not guarantee that you will pass the test.



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Here are some additional tips to help you prepare:

- ✓ Gather resources (books, articles, other materials, etc.) that cover the areas measured in this test
- ✓ Study the information carefully
- ✓ Have someone quiz you on the material prior to your testing date
- ✓ Seek out others who have knowledge in this area and may be able to assist you
- ✓ Get a good night's rest the night before your testing session
- ✓ Eat a well-balanced meal an hour before testing

It is important that you have an understanding of the material presented in the course or obtained through independent study.

HOW WILL THIS TEST BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the BMKT.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

- ✓ Read questions carefully.
- ✓ Think - reason out your answer.
- ✓ Answer questions you are sure of first.
- ✓ Reject immediately those answers you know are incorrect.
- ✓ Don't change your answers unless an obvious mistake has been detected.
- ✓ Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If you do not qualify on the BMKT, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then your first two retest opportunities are at six month intervals. Subsequent retests are at one-year intervals. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the BMKT qualifies you for possible placement into jobs requiring this test. Additional testing may be required for



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certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

Thank you for your interest in starting (or expanding) your career at AT&T!

AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.