



## Golden Technologies Proficiency Test

Business Name: \_\_\_\_\_ Name: \_\_\_\_\_  
Results: \_\_\_\_\_ Title: \_\_\_\_\_  
Date: \_\_\_\_\_

*Carefully read each question and circle the correct answer 80% required for completion*

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### GOLDEN TECHNOLOGIES LIFT CHAIRS

1. What is the standard warranty for Scissor Mechanisms and Frames for Golden Technologies Power Lift Recliners? (excluding PR502 Super 33 Lift Chair "Only 2 Years")
  - a. 1 Year Warranty
  - b. 7 Year Warranty
  - c. Lifetime Warranty
  
2. When does the Warranty Begin for a Golden Technologies Product?
  - a. When the Dealer Purchases the Product
  - b. Once the Customer Registers the Product Online
  - c. Once the Product is Purchased from the Customer
  
3. What is the Warranty on Golden Technologies Maxicomfort Electronics Components such as motors, hand controllers, and transformers?  
(Examples: Maxicomfort Series PR515, PR761, PR510, PR756, PR632)
  - a. 1 Year Warranty Prorated
  - b. Lifetime Warranty
  - c. 7 Year Warranty Prorated
  
4. How many Inspections does a Golden Lift Chair receive prior Shipping?
  - a. 42
  - b. 25
  - c. 5

5. How do you program a Memory Function in the Autodrive Maxicomfort Hand Controller?
  - a. Hold to Position Button for 10 seconds
  - b. Hold the M Button for 3 seconds, then press the Position Button you want program
  - c. Hold the Recline Button and Position Button for 8 seconds
  
6. What is Brisa Fabric?
  - a. Breathable Synthetic Leather with lifetime warranty with temperature control
  - b. Synthetic Leather that has all the same properties as leather with lifetime warranty
  - c. Real Leather with lifetime warranty
  
7. What are the 4 steps to selling a Golden Technologies Lift Chair with Customer?
  - a. Model of Chair, Depth of Chair, Color of Chair, Warranty of Chair
  - b. Model of Chair, Size of Chair, Fabric of Chair, Color of Chair
  - c. Back of Chair, Arm Rest of Chair, Color of Chair, Price of Chair
  
8. What does the term "Model" of chair refer to in selling Lift Chairs?
  - a. The Model Number of Chair
  - b. The Back of the Chair (Biscuit Back "Comfort", Split Back "Lumbar Support", Waterfall Back "Customized Comfort")
  - c. A three position or Infinite Position Lit Chair
  
9. How do you properly size a patient for a Golden Technologies Lift Chair?
  - a. Proper Head Placement on Headrest, No Rubbing of Hips on Inside of Chair, Feet Flat on Floor with 2" Gap behind the knees
  - b. Back Should be Flat against the back of chair, Arms Level with arm rest, Feet Flat of Floor with no Gap behind the knees
  - c. Head should be supported with Headrest, buttock flat on the seat, Feet flat on floor

10. How should a patient/customer exit their new Golden Lift Chair in incline position?
  - a. Strongback Technique, strong leg back against the chair and opposite leg 6-8 inches forward and 8-12 inches separated.
  - b. Get out of the chair comfortably by using arm rest.
  - c. There is no standard in getting in and out of their lift chair.
  
11. When a customer asks about a lift chair what is the best response?
  - a. Great, let me show you a lifestyle chair you are really going to love.
  - b. Come and have a seat in our most popular lift chair.
  - c. How much money are you looking to spend on a lift chair?
  
12. How should customer service explain builder chair order times with customer.
  - a. Golden offers 4-8 week lead times on custom built ordered lift chairs
  - b. Unlike furniture stores that take 8-12 weeks to build a custom chair, we work directly with Golden Technologies and we can have your hand crafted, custom built chair for you in 4-8 weeks. Since you are requesting a custom-built chair would you like to upgrade to Brisa Fabric, or add heat & massage to the chair?
  - c. You should only order what we have on the showroom floor.
  
13. Every Golden Technologies Lift Chair:
  - a. Is hand crafted in our state of art facility in Pennsylvania
  - b. Is backed by the industry's best warranty
  - c. Provides the smoothest, quietest, and securest lifting system
  - d. All the above
  
14. When referring to what type of fabric the customer would like, Golden Offers:
  - a. Soft Touch Fabrics, Suede Fabrics, High Performance Fabrics, Vinyl Fabrics, Synthetic Leather Fabrics
  - b. Full line of fabrics to choose from
  - c. Multiple colors to choose from

15. What is warranty on ALTA High Performance Fabrics when incontinence is a concern?
  - a. 1 Year Warranty
  - b. No Warranty
  - c. 10 Year Warranty
  
16. What is SmartTek on all Golden Technologies Lift Chairs?
  - a. The Hand Controller Buttons are all SmartTek Technology
  - b. It is a patented standard self-diagnostic technology that notifies the user if there is an electrical malfunction with their lift chair, helping technicians diagnose the issue quickly
  - c. SmartTek Electrical Systems that work with Maxicomfort Motor Technology
  
17. What is the Golden Straight Lift Option that can used with (PR401, PR200, PR355 and PR531) models?
  - a. This option lifts user out of chair in a forward lifting motion
  - b. This option lifts the user straight up out of the chair instead of at a forward angle
  - c. This option allows the user to elevate the seat box slightly forward in their lift chair
  
18. Weight Capacity Tips for Customized Comfort, and post sales conflict
  - a. Customers weight does not exceed 80% or within 20lbs of lift chair's capacity
  - b. Customers weight does not exceed 100% of lift chairs capacity
  - c. Customers weight does not exceed 120% of lift chairs capacity
  
19. Where is the battery back-up power source in case of power failures for lift chairs?
  - a. There is no battery back-up
  - b. The battery back-up is located in the hand controller of Golden Lift Chairs
  - c. The battery back-up is located in the Transformer box of Golden Lift Chairs

## GOLDEN TECHNOLOGIES POWER MOBILITY PRODUCTS

20. Should you break down or disassemble a Golden Technologies Scooter or Power Wheelchair?
  - a. Break Down
  - b. Disassemble
  - c. Both Answers
  
21. How long does it take to disassemble Golden Technologies Portable Scooter?
  - a. Less than 5 minutes
  - b. Less than one minute
  - c. As long as it takes
  
22. What is the warranty on a Golden Buzzaround Scooter?
  - a. 1-year frame, 1-year electronics, 6 months battery
  - b. Lifetime warranty frame, 2 years electronics, 1-year battery
  - c. 5 years frame, 3 years electronics, 2 years battery
  
23. The primary power questions to selling the full line of Golden Scooters to accommodate the customers true needs.
  - a. Indoor or Outdoor Use; determines portable or full-size scooter
  - b. 3-wheel or 4-wheel; do you need more maneuverability with 3-wheel scooter, or more stability with 4-wheel scooter
  - c. With or without springs; increased comfort with springs, or more rigid ride without springs
  - d. Do you want 9-mile, 14-mile or 18-mile range; 9-mile range for more frequent charging, and longer ranges for less frequent charging
  - e. All of the above question should be asked

24. What customers should you show the GB162 LiteRider Envy Power Wheelchair to?
- Manual Wheelchair Customers who do not qualify for Power Wheelchair
  - Customers looking for an indoor/outdoor Power Wheelchair
  - Both would be good customers to show the GB162
25. What is the warranty and mileage range of a GB162 LiteRider Envy?
- Lifetime warranty Frame, 12 Miles of Range between charges
  - 5 Year Warranty Frame, 15 Miles of Range between charges
  - 5 Year Warranty Frame, 12 Miles Range between charges
26. Where are trouble codes located on Buzzaround Scooter?
- In the Buzzaround manual
  - Under the Batteries and in the manual
  - Call the Store that sold the Scooter
27. Which Large Portable Golden Scooter can be stored in the upright position?
- GB147 Buzzaround Scooter
  - GA541 Avenger Scooter
  - GL111 & GL141 LiteRider Scooter
28. Can you review sales videos QR Codes in the Golden Brochures to review with Customers?
- Yes
  - No
29. How should all Golden Scooters and Power Wheelchairs be Setup on Sales Floor?
- In a row
  - with Tillers tight, seat arms in widened position, and flags positioned behind seat
  - with other power mobility devices