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WRT test 2 chapter 3

Intercultural communication OPPORTUNITIES - correct answer Technology - natural boundaries and national borders are no longer impassable barriers

Local markets are opening to worldwide competition as businesses of all sizes look for new growth opportunities outside their own countries

Thousands US businesses depend on exports for significant portions of their revenue

These companies export 100s of billions worth of materials, merchandise, personal and professional services

Communicate with people from other cultures

Intercultural communication CHALLENGES - correct answer Supervisors struggle connecting with diverse employees, motivating them and fostering cooperation and harmony among them

Teams struggle working together closely

Companies challenged to coexist peacefully with business partners and with the community as a whole

Understanding words, beliefs, values and emotions

• Culture influences everything

o Language

o Nonverbal signals

o Word meaning

o Time and space issues

o Rules of human relationships

Advantages of Diverse Workforce - correct answer o Broader range of views and ideas

o Better understanding of diverse, fragmented markets

o Broader pool of talent from which to recruit

Culture - correct answer • Culture - a shared system of symbols, beliefs, attitudes, values, expectations, and behavior norms. You belong to several.

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IICRC Water Damage Restoration Technician (WRT) Sample Questions (Q59-Q64):

NEW QUESTION # 59

If outdoor conditions are favorable, what can be reduced with ventilation?

- A. Static electricity
- B. Sublimation
- C. Humidity ratio
- D. Microbial growth

Answer: C

Explanation:

The IICRC WRT body of knowledge explains that when outdoor air has a lower humidity ratio than indoor air, ventilation can be used to reduce the indoor humidity ratio by replacing moist air with drier outside air.

This reduction directly supports evaporation and drying.

Ventilation works by exchanging air masses. If the incoming air contains less moisture per pound of dry air, the overall moisture content of the drying chamber decreases. The WRT manual stresses that psychrometric comparison—not temperature or relative humidity alone—must be used to determine whether outdoor air is suitable.

Ventilation does not directly reduce microbial growth; rather, it reduces moisture conditions that support microbial amplification. Static electricity and sublimation are unrelated to ventilation drying.

Properly applied ventilation is recognized by the WRT standard as a legitimate moisture removal method when conditions allow, though it must be monitored to ensure effectiveness and prevent unintended moisture introduction.

NEW QUESTION # 60

Which of the following is an initial method to search for moisture in surfaces such as wood flooring, gypsum wallboard, resilient flooring, ceramic tile, and plaster?

- A. Drill small holes in the grout
- B. Use a non-penetrating (non-invasive) moisture meter
- C. Remove one section of material
- D. Use a penetrating (invasive) moisture meter

Answer: B

Explanation:

The IICRC WRT body of knowledge identifies non-penetrating (non-invasive) moisture meters as the preferred initial method for surveying moisture in a wide range of building materials. These devices allow restorers to rapidly scan large surface areas without damaging finished materials, making them ideal for initial inspection and moisture mapping.

Non-invasive meters work by emitting electromagnetic signals that respond to changes in material density and moisture presence. While they do not provide precise moisture content values, they are effective at identifying areas of concern that warrant further investigation.

The WRT manual stresses that invasive meters, material removal, or drilling should only be performed after non-invasive methods indicate elevated readings and when confirmation is required. This tiered approach minimizes unnecessary damage while still ensuring accurate assessment.

Additionally, non-invasive meters are particularly useful on surfaces like ceramic tile or plaster, where penetrating probes may be impractical or destructive. Proper documentation requires that readings be repeatable and defensible, and starting with non-invasive tools supports both goals.

NEW QUESTION # 61

A technician has arrived at a large vacant home where the basement is lightly affected and is considered a Class 1. There are six LGR dehumidifiers on the truck that each have an AHAM rating of 110 pints per day (PPD). How many are initially recommended to be placed if the affected area is 22,000 cubic feet?

- A. 0
- B. 1
- C. 2
- **D. 3**

Answer: D

Explanation:

The IICRC WRT body of knowledge provides guidance for determining initial dehumidification capacity based on cubic footage, class of water, and type of dehumidifier. For Class 1 water intrusions, which involve minimal moisture absorption and evaporation primarily from structural materials, the recommended starting point is approximately one LGR dehumidifier per 10,000 to 12,000 cubic feet of affected space.

In this scenario, the basement volume is 22,000 cubic feet. Applying the WRT initial calculation method, dividing 22,000 cubic feet by 10,000-12,000 cubic feet per unit results in a requirement of approximately two LGR dehumidifiers. Although six units are available on the truck, the WRT standard emphasizes that equipment placement should be based on need-not availability. Over-dehumidification can be inefficient, unnecessary, and difficult to justify to materially interested parties.

The WRT manual also stresses that this is an initial recommendation, subject to adjustment after psychrometric monitoring confirms whether drying goals are being met. Because the structure is vacant and the intrusion is Class 1, the moisture load is relatively low, and excessive equipment would not improve drying efficiency. Instead, proper airflow, monitoring, and controlled humidity reduction are the priority.

This approach aligns with IICRC principles that restorers should place sufficient equipment to create effective drying conditions without introducing waste, excessive power consumption, or unjustified costs.

NEW QUESTION # 62

How often should a restorer record and monitor measurements during the drying process?

- A. Once bi-weekly
- **B. At least daily**
- C. Once a week
- D. Every other day

Answer: B

Explanation:

The IICRC WRT body of knowledge requires that restorers record and monitor drying measurements at least daily. Daily monitoring ensures that drying systems are functioning properly, drying goals are being approached, and adjustments can be made promptly if progress stalls.

Measurements typically include air temperature, relative humidity, humidity ratio, dew point, and moisture content or moisture levels of affected materials. The WRT manual emphasizes trend analysis-comparing daily readings to confirm consistent moisture reduction. Infrequent monitoring increases the risk of unnoticed equipment failure, elevated humidity, condensation, or secondary damage. Weekly or bi-weekly monitoring does not meet the professional standard of care outlined in the ANSI/IICRC S500 Standard. Daily documentation also supports defensibility by demonstrating continuous oversight and proactive management of the drying process. It provides transparency to materially interested parties and ensures accountability throughout the project lifecycle.

NEW QUESTION # 63

What should a technician do in a Category 3 water intrusion when high-risk individuals are present?

- A. Install additional air movers and dehumidifiers
- B. Always perform a mold test to verify remediation effectiveness
- C. Be primarily concerned with the dehumidifier's AHAM rating
- **D. Retain an Indoor Environmental Professional (IEP)**

Answer: D

Explanation:

The IICRC WRT body of knowledge states that when high-risk individuals (such as the elderly, infants, immunocompromised persons, or those with respiratory conditions) are present during a Category 3 water intrusion, an Indoor Environmental Professional (IEP) should be retained.

Category 3 water is grossly contaminated and poses significant health risks. The WRT manual explains that an IEP provides

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