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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 (Q21-Q26):

### NEW QUESTION # 21

What should a restorer do to reduce the aerosolization of contaminants?

- A. Decrease temperature
- B. Increase temperature
- C. Increase air movement
- **D. Minimize air movement**

**Answer: D**

Explanation:

The IICRC WRT body of knowledge explains that aerosolization of contaminants occurs when airflow disperses particulate matter, microorganisms, or contaminated droplets into the air. To reduce this risk, restorers should minimize air movement in contaminated areas until proper controls are in place.

In Category 2, Category 3, or mold-affected environments, uncontrolled airflow can spread contaminants beyond the affected area, increasing exposure risk and cross-contamination. The WRT manual emphasizes that airflow should be strategically managed and often delayed until containment and air filtration devices (AFDs) are installed.

Increasing air movement or temperature without controls can worsen aerosolization. Temperature reduction alone does not address particulate dispersion. Minimizing air movement—combined with containment and filtration—is the recommended approach under WRT safety principles.

### NEW QUESTION # 22

Which is typically a result of introducing warm, dry air movement into wall cavities?

- A. Decreased rate of evaporation
- B. Negative pressure within the chamber wall
- C. Decreased temperature within the chamber
- **D. Increased rate of evaporation**

**Answer: D**

Explanation:

The IICRC WRT body of knowledge explains that introducing warm, dry air movement into wall cavities typically results in an increased rate of evaporation. Warm air raises the temperature of wet materials, increasing vapor pressure within those materials, while dry air lowers ambient vapor pressure—together creating a strong vapor pressure differential.

This differential accelerates moisture movement from materials into the air. The WRT manual notes that cavity drying systems, including inter-air drying, are designed to deliver controlled airflow and low-humidity air directly to concealed wet surfaces, where natural evaporation would otherwise be limited.

Negative pressure may occur in certain containment setups, but it is not the primary outcome of warm, dry airflow into cavities. Temperature reduction contradicts the drying mechanism, and decreased evaporation would indicate system failure rather than expected performance.

The WRT curriculum emphasizes that controlled cavity airflow is an effective technique when materials are restorable and contamination conditions allow, reinforcing evaporation as the intended result.

### NEW QUESTION # 23

Which of the following describes water originating from a sanitary water source and does not pose a substantial risk from exposure?

- A. Class 2
- B. Category 2
- C. Class 1
- **D. Category 1**

**Answer: D**

Explanation:

The IICRC WRT body of knowledge defines Category 1 water as water originating from a sanitary source that does not pose a substantial risk from dermal, ingestion, or inhalation exposure. Examples include broken water supply lines, tub or sink overflows without contaminants, and appliance malfunctions involving clean water.

The WRT manual distinguishes category (contamination level) from class (degree of absorption). Category 1 describes water quality, not the extent of wetting.

Category 2 and 3 water involve increasing contamination risk, while Class 1 and Class 2 describe absorption characteristics rather than water cleanliness.

Correct classification during initial inspection is essential for determining appropriate safety controls, material restorability, and drying strategy under the IICRC standard of care.

#### NEW QUESTION # 24

Where should a restorer inspect in a water-damaged structure?

- A. Areas where odors exist
- B. Locations where water is visible
- C. All potentially affected areas
- D. Rooms the customer says were affected

**Answer: C**

Explanation:

The IICRC WRT body of knowledge clearly states that a restorer must inspect all potentially affected areas in a water-damaged structure. Water migration is often hidden and does not always follow visible or obvious paths. Gravity, capillary action, air movement, and building assemblies can allow water to spread far beyond the area initially identified by occupants.

The WRT manual emphasizes that relying solely on visible water, odors, or customer statements is insufficient and can result in missed moisture, incomplete drying, and secondary damage. Hidden moisture may exist behind walls, under flooring, inside cabinets, beneath insulation, or in adjacent rooms not immediately associated with the loss.

A comprehensive inspection includes visual assessment, moisture detection instruments, infrared imaging (verified with meters), and evaluation of building construction features that may facilitate water movement.

This approach ensures accurate scoping, proper classification, and effective drying system design.

Inspecting all potentially affected areas aligns with the ANSI/IICRC S500 Standard's requirement for thorough evaluation and defensible documentation, reducing the risk of undiscovered moisture and future claims.

#### NEW QUESTION # 25

Which class of water best describes an intrusion with deeply held bound water that may require special drying methods and longer drying times?

- A. Class 2
- B. Class 3
- C. Class 4
- D. Class 1

**Answer: C**

Explanation:

The IICRC WRT body of knowledge defines Class 4 water intrusion as a condition involving deeply held or bound water within materials such as hardwood, plaster, brick, concrete, or other dense assemblies. These materials do not readily release moisture through normal evaporation and therefore require specialized drying methods.

Class 4 losses are distinct from Class 1-3 intrusions, which involve progressively greater amounts of free and absorbed water. In Class 4 situations, water is chemically or physically bound within the material matrix, significantly slowing drying rates.

The WRT manual emphasizes that Class 4 drying often requires advanced techniques such as desiccant dehumidification, controlled heat, or extended drying times. Monitoring must be especially thorough to ensure moisture reduction without causing damage.

Understanding Class 4 conditions is critical for proper equipment selection, time expectations, and justification of extended drying strategies under the IICRC standard of care.

#### NEW QUESTION # 26



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