

# **EASTERN REGIONAL FFA FLORICULTURE CAREER DEVELOPMENT EVENT**

IMPORTANT NOTE: *Please thoroughly read the Introduction Section at the beginning of this handbook for complete rules and procedures that are relevant to all Big E FFA Career Development Events.*

## **PURPOSE**

To stimulate the study of and interest in production and retailing of flowers, plants and foliage through the agricultural education curriculum.

## **OBJECTIVES**

1. Identify floriculture and bedding plant materials.
2. Identify and treat unhealthy plants due to pest, nutritional, mechanical or chemical injury.
3. Understand the biological and scientific principles and develop the skills underlying propagation, growth requirements, growing techniques, harvesting, marketing, and maintenance of established floriculture plants.
4. Understand principles and develop skills of floral design.
5. Identify and select appropriate supplies and equipment for the flower shop and greenhouse.
6. Understand and demonstrate the use of safety procedures and practices in floriculture operations.
7. Operate and maintain appropriate equipment for floriculture operations.
8. Understand and demonstrate interpersonal skills prerequisite to successful employment in the floriculture industry.
9. Understand and demonstrate proper sales and service skills.
10. Maintain records and proper reports that are accurate and legible.
11. Develop those interpersonal skills prerequisite to effective participation in the floriculture industry.

## **III. EVENT RULES**

1. Team Make-up-A team representing a state will consist of four members.
2. The event is open to all State FFA Floriculture teams certified by their state supervisor to the FFA Coordinator.
3. The event will have five phases: identification of plant materials, general knowledge examination, problem solving, practicums and a team activity.
4. Under no circumstances will any participant be allowed to touch or handle plant material during the event except during the practicums and team activity.
5. Observers will not be permitted in the event area while that event is in progress.
6. Any communication between participants from the same team during the event will be sufficient cause to eliminate the team from the event. The exception to this is the team activity.
7. No team, participant or coach shall visit the event facilities from September 1 to the end of the event. Any team, participant or coach reported and proven to do so will cause the elimination of that team from competing in this event.
8. Any participant caught cheating during the event will be, along with his or her team members, expelled from the event.
9. All participants are expected to be prompt at their stations throughout the event. No provision will be made for tardiness. If it does occur it will in most cases cause the late participant to lose event points.
10. Participants will be assigned to group leaders who will escort them to various event-staging sites. Each participant is to stay with his or her group leader throughout the event or until told to change leaders by the event superintendent.
11. Any assistance given a participant from any source during the event (other than the event officials, group leaders and assistants) will be sufficient cause to eliminate the team from the event.
12. All participants will be given an identification number by which they will be designated throughout the event.
13. Teams will be divided into groups so that when possible, no two participants from a state team will be in the same competing group, except for the team activity.
14. Participants will be in official FFA dress at this event.

## EVENT FORMAT

### Equipment

Each participant must have a clean, free of notes clipboard, two sharpened No.2 pencils, a prepared resume', florist shears, knife and electronic calculator. Calculators used in this event should be battery operated, non-programmable, silent with large keys and large displays. Calculators should have only these functions; addition, subtraction, multiplication, division, equals, percent, square root, +/-key, and one memory register. No other calculators are allowed to be used during the event.

### Team Activity

Phase 1-Team Activity (200 points)

Each team will perform a task normally performed in some phase of the floriculture industry that requires teamwork. Before the event, the Superintendent will select a theme and series of floriculture industry tasks. These tasks will be described in situational terms for presentation to each team. Forty-five minutes will be allowed for this activity. All supplies and materials needed to complete the task will be provided.

Typical of the type of tasks that will be used in this phase of the event are:

- Making floral decorations for an event or party
- Demonstrating the use of a horticultural product
- Packing plants for shipping and updating inventory
- Filling orders for customers
- Preparing floral decorations for a convention
- Designing on location

### Team Activity Scorecard

Possible Points	
Established team leadership role.....	15
Member participation in planning of activity.....	35
Developed a workable plan .....	40
Member responsibilities were outlined and assigned .....	15
Materials were organized prior to commencing activity .....	15
Member participation in carrying out activity functions .....	30
Followed proper procedures in carrying out activity .....	30
Quality of activity product.....	20
<b>Total Points .....</b>	<b>200</b>

### Individual Activities

Phase 2 - Identification Of Plant Materials (200 points)

Forty specimens from the Floriculture Plant Identification List will be displayed for participants to identify by technical and common names. A number will designate each specimen. Five points will be awarded for each specimen that is correctly identified. This is a timed activity, each participant will be allowed 20 seconds per plant specimen.

Phase 3 - General Knowledge Examination (250 points)

Fifty objective-type multiple choice questions will be written that covers the areas of the floriculture industry reflected in the event objectives . This phase of the event will test participants' knowledge and understanding of basic biological and scientific principles of producing and marketing flowers, plants and foliage. Each participant will be allowed 50 minutes to complete this phase of the event. Each answer has a value of five points.

Phase 4 -Problem-Solving/Decision-Making (200points)

Each participant will solve ten (10) problems related to the various aspects of the floriculture industry identified in the event objectives. A problem-solving activity is defined as: "A mental or physical activity involving the gathering or searching of information and the use of a logical solution process using commonly accepted standards and available information to solve a problem specific to a particular area of flori-

culture production or retailing.” Each problem will describe the situation associated with, or creating the problem, and list four possible solutions to the problem. The participant must decide on the BEST possible solution to the problem. All materials and information necessary to solve the problem will be available to the participant as he/she solves the problem. An example problem follows:

**Situation:**

You are the owner of the “Flower City” florist shop. You received an order for a floral arrangement to be delivered to one of your regular customers. You give the order to one of your employees and ask that it be ready by delivery time. When the employee brings the finished arrangement to you for packing and delivery, you notice a problem with the arrangement. The arrangement before you is the arrangement made by the employee. You realize that the problem must be corrected before the arrangement can be delivered. What would you tell your employee to do to the arrangement to correct the problem?

**Possible Solutions:**

1. Move smaller flowers to the top of the arrangement and larger flowers to the bottom of the arrangement.
2. \*Add a focal point to the arrangement.
3. Use some different plant materials to add texture to the arrangement.
4. Change the color of the flowers to make the colors compatible with each other.

Each participant will be allowed 50 minutes to complete this phase of the event. Each correct solution has a value of 20 points.

**Phase 5 - Practicum (600 points)**

Each participant will make and package a corsage arrangement, job interview, one of the selling practicums (over the telephone or one-on-one) and three of the other eleven practicums.

Selection of the three other practicums will be made from the practicums listed below for each noted year

2007	Asexual Propagation of Plants Handling a Customer Complaint Identifying and Controlling Plant Disorders Make and Package a Corsage Media Selling Potting Plant Cuttings	2009	Asexual Propagation of Plants Handling a Customer Complaint Identifying and Controlling Plant Disorders Make and Package a Corsage Media Selling Potting Plant Cuttings
2008	Handling a Hazardous Situation Make a Dish Garden Make a Product Display Media Selling Pinching Plants Using a Computer	2010	Handling a Hazardous Situation Make a Dish Garden Make a Product Display Media Selling Pinching Plants Using a Computer

## SCORING

### A. Floral Arrangement (100 points)

Make a \$35 floral arrangement. The event superintendent will announce the type of arrangement during the coaches' meeting. Using the materials provided, participants will be allowed 20 minutes to complete their arrangements and itemized bills. The event assistant at the beginning of the practicum will provide participants the RETAIL price of the flowers and foliage that they will use in their arrangements. The MARKUP will be built into the retail price. When the participant has determined the total arrangement cost, he or she has included the markup. Retail cost of flowers and foliage given to the participant will be determined after polling florists to determine their current retail prices on the flowers and foliage used in the event.

Floral Arrangement Scorecard

Arrangement (65 points)	Possible Points
Design	35
Balance	15
Functionality	5
Judges' Choice	10
Itemized Bill (35 points )	
Price Range	11
Accuracy	10
Completeness	7
Neatness	7
<b>Total Points</b>	<b>100</b>

#### *Explanation Of Floral Arrangement Terms:*

**Design:** Design is the overall shape or form of composition; a planned relationship of the parts. The elements of design include: line (linear patterns attracting the eye to the focal point); form (three dimensional shape); texture (surface appearance of materials); color (use of tints, tones, shades of hues, as well as black, grey, and white); the pleasing way in which lines, textures, sizes and colors are blended or contrasted; and the tying together of the parts by the combination of good design, balance, and harmony.

**Balance:** Visual stability, regardless of whether design is symmetrical or asymmetrical; determined by the relative sizes of material and relative darkness of lightness, and the placement of them.

**Functionality:** Appropriateness of arrangement for use intended, soundness of construction.

**Judges' Choice:** The use of plant materials and design principles in a particularly creative, original, and unique manner.

### B. Interview for a Job (100 points)

Each participant will appear before an employer (judge) for interviewing for a position available in the employer's business. The event superintendent will announce specific information about the job for which the participant is applying at the meeting of the coaches. Participants will be given two job descriptions at the coaches' meeting along with application forms to complete. Participants will be allowed to choose the job they wish to interview for and prepare their applications before participating in the practicum. Participants will be expected to prepare, before the event, a resume of their experiences and background to present to the judge at the time of the interview. Ten minutes will be allowed for this practicum. Participants will be allowed five minutes to complete the interview and three minutes for judges to score the interview.

### Job Interview Scorecard

Introduction	11
Knowledge of job	25
Knowledge of the floriculture industry	20
Response to questions	14
Personality	15
Poise	15
<b>Total Points</b>	<b>100</b>

#### **C. Selling Over the Telephone (100 points)**

Each participant will be provided an order form and telephone. An event judge will serve as a customer and will score telephone usage as well as the written order. Ten minutes will be allowed for completion of this practicum including the judging of the telephone dialogue and sales slip. Participants will be allowed five minutes for dialogue with the customer and completion of the sales slip. Judges will be allowed three minutes to score the participant.

### Telephone Scorecard

Telephone Usage (70 points)	
Introduction	5
Voice	7
Personality	18
Information Gathered	12
Evidence of Product Knowledge	14
Closing of Order	14
Written Order (30 points)	
Delivery Instructions	5
Description of Floral Items	5
Billing Information	5
Card Message	5
Neatness and Completeness	5
Correct Computation	5
<b>Total Points</b>	<b>100</b>

#### **D. Selling One-On-One (100 points)**

Each participant will assume the role of a sales person in a floriculture business (grower, florist shop, garden center etc.). A customer (judge) with a specific need will approach the participant. The participant will help the customer meet his/her need through selling. All supplies, information, and the business setting in which the participant works will be provided. Fifteen minutes will be allowed for this practicum.

### Selling One-On-One Scorecard

Took initiative	16
Communicated effectively	16
Exhibited ambition and efficiency	20
Diplomatic and courteous	20
Knew merchandise, prices and policies	14
Closed sale properly	14
<b>Total Points</b>	<b>100</b>

**E. Potting of Plant Cuttings (75 points)**

Plant five rooted cuttings in the pot provided. (Each participant will be given a group of cuttings from which to select five; a 5 1/2-to-6-inch pot; a 1-1 soil mixture at the correct moisture level and a marking pencil.) Ten minutes will be allowed for completion on this practicum including the judging of the potted plant cuttings.

Plant Potting Scorecard

Potting Process (52 points)	
Selection of Cuttings	10
Filling Pot with Soil	4
Placing of Cuttings	6
Covering Cutting Rooted Ends	18
Labeling of Pot	9
Watering of Potted Cutting	5
Potting Product (23 points)	
Depth of Planting	5
Correct Soil Level in Pot	5
Cutting Arrangement and Angle	5
Firmness of Soil	4
General Appearance (freedom from handling damage)	4
<b>Total Points</b>	<b>100</b>

**f. Make a Dish Garden (75 points)**

Each participant will make a \$25 dish garden. All plant materials, growing media, and containers will be provided. Twenty minutes will be allowed for each participant to make his/her dish garden and complete the itemized bill. The event assistant at the beginning of the practicum will provide participant the RETAIL price of plants and other materials that they will use in their dish gardens. The MARKUP will be built into the retail. When the participant has determined the TOTAL DISH GARDEN COST, he or she has included the markup.

Dish Garden Scorecard

Possible Points	
Selection of Plant Material	8
Preparation of Plant Material	7
Use of Growing Media	10
Use of Other Materials	12
Design	15
Attractiveness	13
Pricing	10
<b>Total Points</b>	<b>75</b>

**g. Make a Product Display (75 points)**

Each participant will set up a sales display of an item(s) commonly sold in florist shops. Display areas will be established for each participant along with the product(s) to be displayed and all materials to establish the display. Twenty minutes will be allowed for completion of this practicum.

#### Make A Product Display Scorecard

Creates Interest	9
Attractiveness	10
Central Theme	8
Sales Appeal	15
Design	16
Color Harmony	9
Focal Point	8
<b>Total Points</b>	<b>75</b>

#### **h. Make and Package a Corsage (600 points)**

Make and package a \$15 corsage. The type of corsage and information about the corsage will be announced by the event assistant in charge at the beginning of the practicum. All plant and non-plant materials needed to construct and package the corsage will be provided. Participants should be knowledgeable and possess skills in the use of glue in making a corsage. Each participant will be allowed 20 minutes to complete the construction of the corsage and complete an itemized bill for the corsage constructed.

#### Corsage Scorecard

Wiring and Taping	12
Use of Ribbon	15
Design	15
Wearability	14
Packaging	7
Pricing	12
<b>Total Points</b>	<b>75</b>

#### **i. Asexual Propagation of Plants (75 points)**

Each participant will be provided the parent plant materials and all other materials needed to propagate plants asexually. Using the available materials, participants will take five cuttings from the plant before them and stick them in rooting media. Ten minutes will be allowed for completion of this practicum including the judging of the participant's performance in completing the practicum.

#### Asexual Plant Propagation Scorecard

Selection of cuttings	12
Making cuttings	15
Preparation of cuttings for sticking in growing media	10
Use of rooting hormone	6
Selection of growing media	12
Sticking of cuttings in growing media	8
Response of questions	12
<b>Total Points</b>	<b>75</b>

#### **j. Identifying and Controlling Plant Disorders(75 points)**

Each participant will be given a plant with a nutritional, environmental, disease or insect disorder. If the disorder is nutritional or environmental, the participant will identify the disorder and prescribe treatment to the customer. If a disease or insect causes the disorder, the participant will prepare and apply a treatment for the disorder. Containers marked with specific chemicals or chemical products (will contain water colored to resemble the products) will be available for participant to prepare their recommended treatments and apply them. In addition to the above points, participants will

be judged on the safety practices they follow while completing this practicum. Safety materials and equipment will be provided each participant. Ten to twenty minutes will be allowed for this practicum. Control Of Plant

Disorders Scorecard (For plants with insect or disease disorders).

Diagnosis of Problem	14
Prescription of Treatment	14
Preparation of Treatment	16
Application of Treatment	16
Followed Recommended Safety Practices	15
<b>Total Points</b>	<b>75</b>

Identifying & Prescribing Treatment For Plant Disorders Scorecard  
(For plants with nutritional or environmental disorders)

Diagnosis of Problem	12
Description of Problem	15
Discussion of Problem	18
Prescription of Treatment	18
Personality	12
<b>Total Points</b>	<b>75</b>

The plant disorder to be used in the event will be selected from the following list of disorders.

Nutritional & Environmental Disorders		
	Poor soil drainage	
	Overwatering damage	
Insufficient water damage		Nitrogen deficiency
Inadequate lighting		Phosphorus deficiency
Too much light		Salt damage
Improper Temperature		
Iron deficiency		Diseases
	Powdery mildew	
	Leaf Spot	
Root rot		Anthracnose
Stem rot		Rhizoctonia
Verticillium wilt		Rust
Fusarium wilt		Bacterial wilt
Mosaic		
Damping off		Insects and Pests
	Snails	
	Slugs	
Whiteflies		Spittlebug
Aphids		Scale
Leaf mine		
Spider mites		
Mealybugs		
Leaf hopper		

**k. Pinching Plants (75 points)**

A plant will be placed before each participant. The partici-

part will be given instructions as to what they are to do to the plant by the event assistant in charge of the practicum. Participants will be judged on the procedures they follow in pinching the plant. Ten minutes will be allowed for completion and judging of this practicum.

Pinching Scorecard

Selection of plant parts to pinch	16
Use of proper procedures in making pinches	20
Made proper hard pinches	12
Made proper soft pinches	12
Overall effect of making pinches	15
<b>Total Points</b>	<b>75</b>

**I. Handling a Hazardous Situation (75 points)**

Each participant will be presented with a hazardous situation that could develop in a floriculture business. The participant will be asked to resolve the problem. The participant will be evaluated on his/her understanding of the problem and procedures and practices followed in resolving the problem. Twenty minutes will be allowed for this practicum.

Hazardous Situation Scorecard

Utilize proper personal safety precautions	20
Utilize proper safety procedures in clearing up the situation	25
Proper disposal of problem materials	20
Utilize proper follow-up procedures	10
<b>Total Points</b>	<b>75</b>

**m. Handling a Customer Complaint (75 points)**

Each participant will assume the role of an employee in a floriculture business (grower, flower shop, garden center, etc.). A customer or potential customer who has a complaint will approach the participant. The participant will work with the customer in working out his/her complaint. Ten minutes will be allowed for this practicum.

Customer Complaint Scorecard

Obtained clear understanding of complaint	10
Rephrase complaint in less negative terms	8
Changed complaint into question	8
Explored alternative solutions	20
Solved problem	15
Exhibited a pleasing personality	14
<b>Total Points</b>	<b>75</b>

**n. Using the Computer (75 points)**

Each participant will be given a situation typical of that experienced regularly by floriculture businesses that require the use of a computer. The participant will be expected to handle the situation using the computer. The computer model and specific programs to be used in this practicum will be announced. All teams will be expected to be familiar with the type of computer and programs to be used in the event prior to participating in this event. Twenty minutes will be allowed for this practicum.

Computer Use Scorecard

Familiarity with computer commands	10
------------------------------------	----

Understanding of computer programs	15
Generated solution to situation	25
Followed directions	15
Accuracy	10
<b>Total Points</b>	<b>75</b>

**o. Media Selling (75 points)**

Each participant will develop a one-page sales brochure, a newspaper advertisement, or the layout for a TV advertisement. Information and all materials needed to develop the brochure, newspaper ad or TV advertisement will be provided. When participants are asked to make a TV advertisement, they should be prepared to present their ad on camera. Twenty minutes will be allowed for this practicum.

Media Selling Practicum Scorecard

Identified target group	8
Informed the reader	10
Appeared in good taste	10
Easy to read	10
Presented one idea	15
Included only the essentials	12
Proper use of space	10
<b>Total Points</b>	<b>75</b>

Media Selling Practicum Scorecard Television Commercial

Ad Information (36 points)	
Identified target group	8
Informed the listener	8
Presented one idea	7
Contained essential information	7
Appealed to the listener	6
Camera Performance (39)	
Voice	10
Personality	12
Diplomatic & courteous	9
Enthusiastic about product	8
<b>Total Points</b>	<b>75</b>

**Scoring**

Phase	Possible Points
Identification of Plant material	200
General Knowledge	250
Problem Solving	200
Practicum	600
Team Activity	200
<b>Total Points</b>	<b>1,450</b>

**TIEBREAKERS**

If ties occur, the following events will be used in order to determine award recipients:

1. Arrangement Practicum
2. Sales practicum

### 3. Job Interview

#### AWARDS

Awards will be presented at the Awards Banquet. Awards are presented to teams as well as individuals based upon their rankings.

#### REFERENCES

This list of references is not intended to be inclusive. Other sources may be utilized and teachers are encouraged to make use of the very best instructional materials available. The following list contains references that may prove helpful during event preparation.

- All About Perennials*. 1981 Ortho Books. Chevron Chemical Company, 6001 Bolinger Canyon Road, San Ramon, CA 94583
- Color with Annuals*. 1987. Ortho Books. Chevron Chemical Company.
- Arranging Cut Flowers*. 1985. Ortho Books. Chevron Chemical Company.
- All About Growing Orchids*. 1988. Ortho Books. Chevron Chemical Company.
- Controlling Lawn and Garden Insects*. 1987. Ortho Books. Chevron Chemical Company.
- All About Houseplants*. 1982. Ortho Books. Chevron Chemical Company.
- Gardening in Containers*. 1983. Ortho Books. Chevron Chemical Company.
- The ORTHO Problem-solver*. 1984. Ortho Books. Chevron Chemical Company.
- Complete Guide to Gardening*. 1979. Better Homes and Gardens, Meredith Corporation, Des Moines, Iowa
- Floral Design and Marketing*. 1988. Ohio Agricultural Education Curriculum Materials Service, The Ohio State University, Room 254, 2120 Fyffe Road, Columbus, Ohio 43210
- Hortus, Third*, 1977. L.H. Bailey Hortorium. The Macmillan Co., N.Y. (Latest authority on nomenclature).
- The Greenhouse Worker*, 1984. 2nd Ed. Peter J. Wotowiec. Ohio State University, 2120 Fyffe Road, Columbus, OH 43210.
- The Retail Florist Business*, 4th Ed., 1983. Peter B. Pfahl, Interstate Publishers and Printers, Danville, IL.
- Introduction to Floriculture*, 1980. Roy A. Larson. Academic Press, New York, NY.
- Flower Shop Management*, Ohio State Curriculum Service, Ohio State University, 2120 Fyffe Road, Columbus, OH 43210.
- American Style Flower Arranging*. Peter B. Pfahl and Elwood W. Kalin, Prentice-Hall, Inc., Englewood Cliffs, New Jersey. 1982

#### FLORICULTURE PLANT IDENTIFICATION LIST

Number Botanical Name/Common Name

- |   |  |
|---|--|
| 1 Aechmea chantinii cv. / Bromeliad                     |  |
| 2 Ageratum mexicanum cv.* / Ageratum                    |  |
| 3 Aglaonema commutatum cv. / Aglaonema                  |  |
| 4 Alstroemeria aurantiaca / Peruvian Lily               |  |
| 5 Anthurium x Andraeanum cv. / Anthurium, Flamingo Lily |  |
| 6 Antirrhinum majus cv. / Snapdragon                    | 18 Canna x generalis cv./ Common Garden Canna              |
| Aphelandra Squarrosa cv. / Aphelandra, Zebra Plant      | 19 Catharanthus roseus/ Madagascar Periwinkle              |
| 8 Araucaria heterophylla / Norfolk Island Pine          | 20 Cattleya cv. / Cattleya Orchid Hybrid                   |
| 9 Asparagus densiflorus ' sprengeri' / Sprengri "Fern"  | 21 Celosia cristata cv. / Cockscomb                        |
| 10 Asparagus staceus / Asparagus Fern                   | 22 Chamaedorea elegans / Parlor Palm                       |
| 11 Astilbe hybrid cv./ Astilbe                          | 23 Chamelaucium uncinatum / Waxflower                      |
| 12 Begonia x tuberhybrida cv. / Tuberous Begonia        | 24 Chlorophytum commosum cv. / Spider Plant                |
| 13 Begonia x semperflorens-cultorum / Wax Begonia       | 25 Chrysanthemum frutescens / Marguerite Daisy             |
| 14 Caladium x hortulanum cv. / Fancy -Leaved Caladium   | 26 Chrysanthemum x morifolium cv. / Florists Chrysanthemum |
| 15 Calceolaria crenatiflora cv./ Pocketbook Plant       | 27 Chrysanthemum x superbum cv. / Shasta Daisy             |
| 16 Callistephus chinensis cv./ China Aster              | 28 Cissus rhombifolia "mandaiana" / Grape Ivy              |
| 17 Camellia japonica cv./Common amellia                 |  |

- 29 Clematis Jackmanii Group cv. / Clematis
- 30 Codiaeum variegatum pictum cv. / Croton
- 31 Coleus x hybridus / Coleus
- 32 Crassula argentea / Jade Plant
- 33 Cylamen x persicum cv. / Florist's Cyclamen
- 34 Cymbidium cv. / Cymbidium Orchid
- 35 Dianthus caryophyllus cv. / Carnation
- 36 Dieffenbichia maculata cv. / Spotted Dumbcane
- 37 Dracaena fragrans 'Massangeana' / Corn Plant Dracaena
- 38 Dracaena cincta / Red Edge Dracaena
- 39 Echeveria cv / Hen and Chickens
- 40 Echinocactus CY. / Barrel Cactus
- 41 Epipremnum aureum CY. / Golden Pothos, Devil's Ivy
- 42 Erica carnea CY. / Spring Heather
- 43 Eucalyptus polyanthemus / Silver Dollar Gum
- 44 Euphorbia milii splendens / Crown-of-Thorns
- 45 Euphorbia pulcherrima CY. / Poinsettia
- 46 Exacum affine / German (Persian) Violet
- 47 Ficus benjamina 'Exotica' / Benjamin Fig
- 48 Ficus elastica 'Decora' / 'Decora' Rubber Plant
- 49 Ficus pumila / Creeping Rubber Plant
- 50 Freesia x hybrida / Freesia
- 51 Frittonia verschaftelii / Nerve Plant
- 52 Gardenia jasminoides 'Fortuniana' / Gardenia
- 53 Gladiolus x hortulanus CY. / Garden Gladiolus
- Gerbera jamesonii / Transvaal Daisy
- Gynura aurantiaca 'Sarmentosa' / "Purple Passion", Velvet Plant
- 56 Gypsophila elegans' CY. / Baby's Breath
- 57 Hedera helix CY. / English Ivy
- 58 Heptapleurum aricola\*\* / Dwarf Schefflera, Dwarf Octopus Tree
- 59 HemerocallisCY. / Daylily
- 60 Hippeastrum hybrid CY. / Amaryllis
- 61 Hosta undulata / Plantain Lily
- 62 Hoya carnososa / Wax Plant
- 63 Hyacinthus orientalis CY. / Hyacinth
- 64 Hydrangea macrophylla macrophylla CY./French (Florist's) Hydrangea
- 65 Impatiens hybrid cv. / Impatiens
- 66 Iris x germanica florentina cv. / Flag Bearded) Iris
- 67 Iris x xiphium cv. / Dutch Iris
- 68 Justicia brandegeana / Shrimp Plant
- 69 Kalanchoe x blossfeldiana cv. / Kalanchoe
- 70 Liatris spicata / Liatris
- 71 Lilium longitlorum cv. / Trumpet (Easter) Lily
- 72 Lilium x hybridum cv. / Hybrid (Garden) Lily
- 73 Limonium sinuatum / Statice
- 74 Lobularia maritima / Sweet Alyssum
- 75 Maranta leuconeura kerchoviana / Prayer Plant
- 76 Matthiola incana cv. / (Flowering Stock
- 77 Monstera deliciosa / Cutleaf "Philodendron"
- 78 Narcissus pseudo-narcissus cv. / Daffodil
- 79 Neoregelia carolinae 'Tricolor' / Bromeliad
- 80 Nephrolepis exaltata cv. / Boston Fern
- 81 Opuntia tribe cv. / Cactus
- 82 Paeonia cv. / Peony
- Paphiopedelum x hybrid cv. / Ladyslipper Orchid
- Pelargonium x domesticum cv. / Regal (Lady Washington) Geranium
- Pelargonium x hortorum cv. / (Zonal) Geranium
- Pelargonium peltatum cv. / Ivy Geranium
- 87 Peperomia argyreia / Watermelon Peperomia
- 88 Peperomia caperata / Emerald Ripple Peperomia
- 89 Peperomia obtusifolia 'Variegata' / Variegated Peperomia
- 90 Petunia x hybrida cv. / Common Garden Petunia
- 91 Phalaenopsis cv. / Phalaenopsis (Buttety) Orchid
- 92 Philodendron scandens oxycardium / Heartleaf Philodendron
- 93 Pilea cadierei / Aluminum Plant
- 94 Pilea involucrata / Friendship Plant
- 95 Pilea microphylla / Artillery Plant
- 96 Pilea nummulariifolia / Creeping Charley
- 97 Plectranthus mummularis / Swedish Ivy
- 98 Polianthes tuberosa / Tuberose
- 99 Primula x polyanthus cv. / Polyanthus (Primrose)
- 100 Primula malacoides cv. / Fairy Primrose
- 101 Rhododendron cv. / Azalea
- 102 Rosa hybrid, Class Hybrid Tea cv. / Hybrid Tea Rose
- 103 Rumohra adiantiformis / Leatherleaf Fern
- 104 Saintpaulia ionantha cv. / African Violet
- 105 Salvia splendens cv. / Salvia
- 106 Sansevieria trifasciata cv. / Snake Plant
- 107 Saxifraga stolonifera / Strawberry Plant
- 108 Schlumbergia bridgesii / Christmas Cactus
- 109 Schlumbergia truncata cv. / Thanksgiving Cactus, Crab Cactus
- 110 Senecio cineraria 'Diamond' / Diamond Dusty Miller
- 111 Senecio x hybridus cv. / Florist's Cineraria
- 112 Sinningia speciosa Fyfianna Group cv. / Gloxinia
- Solanum pseudo capsicum cv. / Jerusalem Cherry
- Spathiphyllum clevelandii / White Anthurium, Peace Lily
- Stephanotis floribunda / Stephanotis
- Sterlitzia reginae / Bird-of Paradise
- 117 Syngonium podophyllum / Nephthytis
- 118 Tagetes species cv. / Marigold
- 119 Tolmeia menziesii / Picaback Plant
- 120 Tulipa cv. / Tulip
- 121 Vaccinium ovatum / Florist's "Huckleberry"
- 122 Viola x wittrockiana cv. / ( Garden) Pansy

123 Zebrina pendula cv. / Wandering Jew

124 Zinnia elegans / Zinnia

Chapter \_\_\_\_\_

State \_\_\_\_\_

Team No. \_\_\_\_\_

Name \_\_\_\_\_

Member No. \_\_\_\_\_

### Asexual Plant Propagation Scorecard

Asexual Propagating	Possible Points	Member's Points
Selection of the Cutting	12	
Making Cuttings	15	
Preparation of Cuttings for Sticking in Growing Media	10	
Use of Rooting Hormone	6	
Selection of Growing Media	12	
Sticking of Cuttings in Growing Media	8	
Response to Questions	12	
<b>Total Points</b>	<b>75</b>	

Name \_\_\_\_\_

Chapter \_\_\_\_\_

State \_\_\_\_\_

Team No. \_\_\_\_\_

Member No. \_\_\_\_\_

### Customer Complaint Scorecard

Possible Points	Needs Improvement	Good	Excellent	Member Points
Obtained Clear Understanding of Complaint	0 - 3	4 - 6	7 - 10	
Reformed Complaint in Less Negative Terms	0 - 2	3 - 5	6 - 8	
Changed Complaint into Question	0 - 2	3 - 5	6 - 8	
Explored Alternative Solutions	0 - 6	7 - 12	13 - 20	
Solved the Problem	0 - 5	6 - 10	11 - 15	
Exhibited a Pleasing Personality	0 - 4	5 - 8	9 - 14	
<b>Total Score:</b>				<b>75</b>