

## Nursery/Landscape Verbal Customer Assistance Practicum Preparation Guide

This guide is designed to help the FFA member and their advisor be prepared for what to expect in the Verbal Customer Assistance portion of the Nursery/Landscape CDE.

### FOR ADVISORS:

This interpersonal relations practicum is designed to evaluate participant knowledge of and ability in:

- 1) Verbal communication.
- 2) Sales and customer assistance skills.
- 3) Plant materials, plant culture and problems.
- 4) Nursery and landscape supplies and equipment.

For this portion of the contest, it is assumed that you work in some facet of the Nursery or Landscaping Industries. Coaching or practicing similar to an Ag Sales event will help.

The participant will assume the role of a business customer service representative (garden center or other related business or an educational agency) responding to an assistance need of the customer or client (the judge).

Following the guidance of the Nursery/Landscape Guide, the rotation of materials will be:

2023 – Treatments (Fertilizer, fungicide, insecticide, Biological controls, etc.)

2024 – Equipment (any powered tool used in the nursery, landscaping, and turfgrass management industries)

2025 – Plant Materials (selling plants, like at a garden center or nursery)

### FOR STUDENTS:

Success in this portion of the contest can be easily achieved by understanding the information in the sales packet and knowing what questions to ask.

### FOR 2023

The Garden Center Guide is expanding and is adding sections for Fertilizers, Herbicides, Insecticides, Fungicides; and Other Pesticides. It is advised to know the cause of all the pests and disorders in that section of the CDE. Even though the handbook says you will choose from 3 different products, you will need to know first what agent causes the disorder shown to you by the judge. Then turn to that section of the Garden Center Guide, and determine which treatment best fits the scenario. As in the past, you will have access to the guide prior to State Convention. Make sure you know and understand the products that you can sell, as well as what they treat.

So here are some questions that will help you arrive at the correct solution, almost every time! 😊

Just like in Ag Sales, establish rapport. Ask what brings them into the Garden Center.

- 1) Ask about their family (kids, pets), what they do (both job and for entertainment). This should direct to towards (or away) from certain products (think about reentry time for some pesticides, strength of certain poisons with pets and kids around, etc.).
- 2) Ask what exactly the problem is, if they know (which is why they've come to you).
- 3) Ask when they first noticed the pest or problem and if they notice it on any other neighborhood plants.
- 4) Ask what factors are most important in a product (you may need to be direct and ask, if it is more important to be environmentally friendly, or to be the most effective, fastest acting product, or if it has a harsh odor, or price)?

At this point you probably have enough information to start suggesting certain products. Make sure you read the labels! You will have access to this before the contest. Go through it to make sure you have an understanding of each product.

As a salesperson you can convince the customer to purchase a certain product. They may have reservations, such as the price, or toxicity level. Assure them that the product is worth it! Personal testimony is always a great convincer, whether you've used it, or how of the product you've sold recently.

There are points attached to selling extra items. This is how businesses make more money. ALWAYS ask if there is anything else you can interest them in. Remember the importance of safety!

Well, I think that is about all I can share with you. Good Luck

~Dave Axt

Bismarck Ag Education

# CK's Nursery, Garden, and Landscape Center



**Fertilizer**



## Scotts® Turf Builder® Lawn Food (North)

5,000 sq. ft.

\$26.99

Select Coverage

5,000 sq. ft.

15,000 sq. ft.

QTY

- 1 +

ADD TO CART

[FIND A STORE](#)

OVERVIEW

SPECS AND DETAILS

+ Fertilizer Analysis

• 32-0-4

### DESCRIPTION

Scotts® Turf Builder® Lawn Food (North) helps you to build a thick, green lawn. It's formulated with exclusive Scotts® All-In-One Particles® technology for even greening and feeding. Using Scotts® Turf Builder® Lawn Food (North) thickens your grass to crowd out new weeds and strengthens your lawn to help protect it against future problems.

Apply Scotts® Turf Builder® Lawn Food (North) any time, during any season to unlock your best lawn.



## Scotts® Turf Builder® Starter® Food for New Grass

5,000 sq. ft.

\$37.49

Select Coverage

1,000 sq. ft.

5,000 sq. ft.

14,000 sq. ft.

QTY

- 1 +

ADD TO CART

[FIND A STORE](#)

Fertilizer Analysis

• 24-25-4

### DESCRIPTION

With Scotts® Turf Builder® Starter® Food for New Grass, your seedlings will benefit from a combination of nutrients that will satisfy their special needs. The Starter® Food gives new grass a quick start by promoting faster root and blade development, and the 24-25-4 fertilizer ratio providing nutrients for your developing lawn. New grass grows 70% thicker AND 35% quicker versus unfed grass, which will have you on your way to the lawn you've always wanted. Faster.

# CKs Custom Blends:

Packaged for you, while you wait (at no extra cost, or inconvenience)!

All our blends are formulated with our local climate, environment, and ecosystems in mind. Created from locally sourced materials and providing jobs for our local economy, CKs Custom Blends are sure to give a boost to your plants, a spark to your lawn or garden, and give back to the community we all love so much! Thanks for supporting Local!

Lawn Starter \$3.00/lb (1# treat 400 sq ft)

22 – 27 - 6

Specially formulated for root development, plant immunity, and continual growth

Lawn Feeder \$2.25/lb (1# treats 400 sq. ft)

20 – 20 – 5 (approx.)

Continual growth through the season from organic sources.

Tree Spikes \$1.50/ spike

16 – 4 – 4

Blended from natural fertilizers and Alfalfa tea.

Garden Grower \$0.75/lb!!!!

6 – 4 – 1 (approx..)

Organic blended compost from our community's very own Spelhaug Sheep and Goat Ranch and our school cafeteria's food waste.

# CK's Nursery, Garden, and Landscape Center



Insecticides





## Captain Jack's™ Neem Oil Concentrate

[Buy Now](#)

CAPTAIN JACK'S™ Neem Oil (3-in-1), insecticide, fungicide, miticide for organic gardening. Controls plant disease, mites and all stages of insect life cycles. Use on roses, flowers, fruits, vegetables and more.

- Controls insects, diseases and mites
- Approved for organic gardening
- Kills insect eggs, larvae and adults
- Controls black spot, powdery mildew, rust and more
- Kills mites, aphids, whiteflies and more
- Concentrate pint (16oz). Mix 1oz per gallon

size

Pint

SKU: 024-P

Category: Garden Insect & Disease Control

### USE ON

Indoor/Outdoor 	Edibles 	Flowers 	Trees 
Shrubs 	HousePlants 	Lawns 	Herbs 

**FOR ORGANIC GARDENING**

\*SEE LABEL FOR FULL LIST

### KILLS ALL STAGES

Aphids 	Beetles 	Caterpillars 
Fruit Flies 	Mites 	Whiteflies 

**3-IN-1** FUNGICIDE  
MITICIDE  
INSECTICIDE

\*SEE LABEL FOR FULL LIST

**\$22.99**

TRUSTED SINCE 1926  
**BONIDE**

# Malathion<sup>®</sup> Insect Control

Controls a great diversity of listed insects:

Including aphids, spider mites, scales, as well as a wide range of other sucking & chewing insects attacking listed fruits, vegetables, ornamentals AND controls mosquitoes.

**ACTIVE INGREDIENT:**

Malathion .... (CAS No. 121-75-5) . 50.00%

**OTHER INGREDIENTS:** ..... 50.00%

**TOTAL:** ..... 100.00%

This product contains petroleum distillate.

1 gallon contains 4.37 lbs. of malathion

EPA Est. No. 4-NY-1 EPA Reg. No. 4-99

Keep Out Of Reach Of Children

**CAUTION** (See Back Panel for Additional Precautionary Statements & First Aid)



## Malathion<sup>®</sup> Insect Control

✓ Use on asparagus, tomatoes, lettuce, melons, squash, blackberries, citrus fruits, listed ornamental plants and shrubs, roses and carnations, plus other listed fruits and vegetables

✓ Controls scales, thrips, leafhoppers, Japanese beetles, codling moths and other listed sucking and chewing insects

✓ Also controls mosquitoes and small flying insects

EPA Est. No. 4-NY-1 EPA Reg. No. 4-99  
©Bonide Products, LLC All Rights Reserved  
Bonide Products, LLC  
6301 Sutliff Road  
Oriskany, NY 13424

BN

**\$12.75 for 8oz!**



TRUSTED SINCE 1926  
**BONIDE**

# Pyrethrin

*Garden Insect Spray*  
**Concentrate** 

A fast acting effective way to kill Aphids,  
Beetles, Webworms, Leafhoppers & many  
other yard & garden insects

**ACTIVE INGREDIENTS:**  
 Pyrethrins ... (CAS No. 8003-34-7) ... 1.00%  
 \*Piperonyl Butoxide, Technical  
 (CAS No. 51-03-6) ..... 10.00%  
 †OTHER INGREDIENTS: ..... 89.00%  
**TOTAL:** ..... 100.00%

\* (butylcarbityl)(6-propylpiperonyl)  
 ether and related compounds.  
 † Contains petroleum distillate  
 EPA Est. No. 4-NY-1  
 EPA Reg. No. 4-371

**Keep Out Of Reach Of Children**  
**CAUTION** (See back booklet for Additional  
 Precautionary Statements and First Aid)

Can be used on  
vegetables  
till day of harvest

## Pyrethrin

*Garden Insect Spray*  
**Concentrate**

- ✓ Provides Effective, Fast-Acting, Killing Power with no Objectionable Residue
- ✓ Can be Used on Vegetables Till Day of Harvest
- ✓ Use Outdoors on Flowers, Roses, Trees and Shrubs, Ornamentals and Vegetables
- ✓ Mixes Readily with Water to Make and Easy-to-use Spray

Store and transport in an upright position.  
 EPA Est. No. 4-NY-1 EPA Reg. No. 4-371  
 Buyers Guarantee Limited to Label Claims.  
 ©Bonide Products, LLC All Rights Reserved  
 Manufactured by:  
 Bonide Products, LLC  
 6301 Sutliff Road  
 Oriskany, NY 13424

**BN**

\$27.99 for 8oz.

# CK's Nursery, Garden, and Landscape Center



Fungicides

PG 1

**\$16.99 for 16oz!**



## Daconil® Fungicide Concentrate

★★★★★ 4.7 33 Reviews [Write a Review](#)

✓ 97% of respondents would recommend this to a friend

- 3-way control - stops and prevents over 75 plant diseases
- Protects tomatoes, cucumbers, roses and many other listed plants
- Starts controlling diseases on contact
- Use on vegetables, fruits, flowers, shrubs, trees and ornamentals
- Protects against powdery mildew, blight, black spot and many other listed plant diseases

### Protection from the stealthiest of plant pests.

Prevent plant diseases before they happen with Daconil Fungicide Concentrate. Providing 3-way control, Daconil stops and prevents leaf spot, downy mildew, blight, fruit rot, rust, and many more listed fungal diseases.

Daconil has you covered. Including an easy-to-use measuring cap - simply mix the liquid with the recommended water dosage into a sprayer. For best results, apply in calm weather and evenly spray all sides of the plant. People and pets may return to the treated area once spray is dry.

**\$17.98 for 16oz.**



## Liquid Systemic Fungicide II

Prevents & controls major diseases on Roses, flowers, lawns, trees & shrubs.

**Formulation:** Propiconazole 1.55 %

### Diseases Controlled:

- **LAWNS:** Take All Patch, Brown Patch, Dollar Spot, Powdery Mildew, Anthracnose, Black Spot, Leaf Spot, Needle Rust, Red Thread, Stripe Smut, and Dichondra Rust.
- **TREES, SHRUBS & ORNAMENTALS:** Black Spot, Leaf Spot, Anthracnose, Powdery Mildew, Needle Rust, Tip Blight and many more listed on the label.



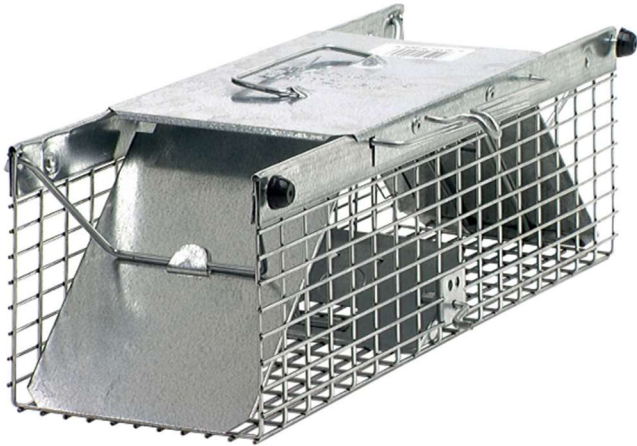
**\$19.98 for 16oz.**

# CK's Nursery, Garden, and Landscape Center



Other Pest control





## Havahart Small Live Catch Cage Trap 1 pk

Item # 82518 | Mfr # 1025

★★★★☆ (169) [Write Review](#)

**\$35.99**

---

## 2 Pack Rolling Log Mouse Trap

Mice and Rats



### About this item

- Simple Setup: Attach the bucket mouse trap to a 3-5 gallon bucket, and add bait on the collar of trap, then place two ramps on the sides. In order to enhance the work of the roller, it's suggested to grease the roller to make rolling log mouse trap more smooth. No need to reset, the rolling mouse trap will keep working, catching mice continuously.

**\$13.99 \*\* Free bucket w/ purchase\*\***