


## PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

### PK DESCRIPTIONS


#### 1. Long Handle Round Point Shovel



• Round-tipped blade is made of steel and is forged or hot-formed to the front strap as a single unit.

- Has better cutting power than a square point shovel.
- Handle may be wood, fiberglass or metal.
- Best for digging, mulching or dirt removal.
- The top of the blade may have a turned lip called the foot pedal.

#### 2. Long Handle Square Shovel



• Square blade is made of steel and is forged or hot-formed to the front strap as a single unit.

- Best used for scooping and removing materials.
- Broader blade has a higher holding capacity.
- The top of the blade may have a turned lip called the foot pedal.


#### 3. D-Handle Round Point Shovel

- End of handle is shaped like the letter "D."



- Available in light and heavy weights.

#### 4. D-Handle Square Point Shovel



• Best for removal of loose soil and handling light materials such as sand and asphalt.

- Not for heavy digging.
- Available in light and heavy weights.

#### 5. Garden Spade



• Has a square point blade usually about 7" wide and 12" long.

- Has a D handle.
- Some have a rolled shoulder on the top of the blade so the user can apply foot pressure.


#### 6. Drain Spade



• Also called a tilling spade.

- Used for digging ditches.
- The top of the blade may have a turned lip called the foot pedal.
- May have a D handle or long handle.


#### 7. Roofing Shovel



• The straight edge style is used for removing tar and rolled roofing.

- The notched edge style is used for removing shingles.
- May have a D handle or long handle.

#### 8. Ditching Spade



• For digging and cleaning trenches.

- Has a pointed square blade.
- Best for use in heavy soil or rocky surfaces.
- The top of the blade may have a turned lip called the foot pedal.

#### 9. Scoop




• Has a deep blade for moving loose or bulky materials. Not recommended for digging.

- Most have a D handle but some may have a long handle.
- An aluminum scoop is light, durable and best for removing snow, grain or any loose material.
- A heavy-gauge steel scoop is the most

durable and can be used for nearly any loose material.

- An ABS resin and poly scoop is designed for light duties such as snow removal.

#### 10. Snow Shovel




• One variation is the snow pusher.

• Scoop specifically designed for removing snow.

- Available in metal and poly blades.
- Features include ribbed steel blades and a reinforced blade for increased durability.
- Some have contoured handles to help user avoid back strain.

#### 11. Mattock



• Has a blade at a right angle to the handle.

• Available with long or short handles.

• Different models are available for cultivating, planting and picking.

#### 12. Auger

- Used to burrow into soft ground to create holes for setting posts, footings or for planting trees or shrubs.



- Some models have an adjustable yoke that can be locked into position or changed to drill different sized holes.
- Operates by turning in a downward motion.
- Has a T handle for easier turning.
- Common sizes are 6", 8" and 10".

### 13. Post Hole Digger



- Used to dig into the ground to create holes for setting posts, footings or for planting trees or shrubs in all soil types.
- The user plunges the tool into the ground with the handles together. The user then pulls the handles apart which brings the blades together to remove the soil.
- Heavy-duty models have sharp steel blades riveted to a heavy steel frame.
- Light-duty models are made with blade and handle socket rolled from one piece of metal.
- Typical spread point ranges from 5-1/2" to 6-1/4".

### 14. Scraper



- Used For scraping debris off of floors, sidewalks or hard surfaces.
- Good for removing ice.
- Has a flat, steel blade.

### 15. Sod Lifter



- Used for loosening and lifting sod.
- Removes sod at the root level and saves it for transplanting.
- Blade is beveled for cutting in both directions.

#### ANATOMY OF A SHOVEL

The **Cutting Blade** breaks the soil while the **Scoop** helps remove it. The **Foot Pedal** allows for more digging power and the long **Handle** increases leverage.

#### OTHER TRAINING TIPS

*Designed to give you confidence on the salesfloor!*  
This section is for retail skills training specific to this core product category.

#### FAQs

**Q:** What is the difference between a round-point and square-point shovel?

**A:** Round-point shovels are used for digging, while most square points are used for scooping.

**Q:** Should I buy a long-handled or short-handled shovel?

**A:** A job's limited space may require a short handle. However, a long handle supplies more leverage and allows you to work in a

more upright position. As a result, a long-handled shovel is usually a better choice.

**Q:** What are the advantages of snow shovels with curved handles?

**A:** These are called back savers because they allow you to work without bending over.

#### UPSELLING

- Higher-end shovels feature handles with ergonomic designs and padding for a softer, non-slip grip. Some models also feature contoured handles for better control.
- Better blades are made of chrome nickel alloy steel. Carbon steel is the mark of a lesser quality blade.
- Better posthole diggers or augers will have a built-in level for improved accuracy.

#### ADD-ON SALES

- Gloves
- Safety Glasses
- Buckets
- File for Sharpening Blade
- Steel wool for Removing Rust
- Hose and Hose Nozzle
- Wheelbarrow

#### MAINTENANCE TIPS

Here are some season-end maintenance tips you can give your customers so they can keep their shovels in top shape.

- Clean up all cutting or bladed tools by cleaning off dirt and rust and sharpening the

cutting edge.

- Condition blades by spraying with rust-preventative lubricant or rust-inhibitive paint.
- Condition wooden handles by sanding off splinters and rubbing with linseed oil.

#### PRO CORNER

Professional customers will be looking for quality shovels that last a long time. Make sure you know the marks of a good shovel and features that make them easier to use, including:

- Fiberglass handles are stronger than wood and lightweight.
- Low-lift blades and irrigating shovels are best for digging and turning soil while regular-lift shovels and scoops are for moving and throwing materials.
- Serrated blades make for easier ground breaking.
- Treaded steps provide a large, full surface for sure-footed digging while reducing foot stress.

#### MERCHANDISING

- Make the most of features like long handles and composite construction by highlighting these tools within a good, better, best merchandising strategy.