

Chapter 16 Test

Name: _____ Date: _____

Directions: Write the correct letter on the blank before each question.

Objective 1:

Explain the duties of an Inspector I.

- _____ 1. What inspector practice goes a long way in providing education and building a positive image of fire prevention activities? (689)
- A. Punctuality
 - B. Writing skills
 - C. Issuing citations
 - D. Professional attitude
- _____ 2. Verifying occupant loads and investigating complaints are examples of which Inspector I job duty? (689)
- A. Reviews
 - B. Education
 - C. Enforcement
 - D. Communication

Objective 2:

Describe components of interpersonal communication.

- _____ 3. Which basic element of a communication model contains a meaning, idea or concept that a speaker is attempting to communicate? (690)
- A. Sender
 - B. Medium
 - C. Message
 - D. Interference

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- _____ 4. What basic element of a communication model gives the path that a message takes? (690)
- A. Sender
 - B. Medium
 - C. Feedback
 - D. Interference
- _____ 5. When communicating, what prevents the receiver from fully receiving a message? (691)
- A. Sender
 - B. Medium
 - C. Message
 - D. Interference
- _____ 6. Which element of the communication model completes the communication process? (691)
- A. Sender
 - B. Medium
 - C. Feedback
 - D. Interference
- _____ 7. Which of the following actions is an example of how an inspector can control external interference during an inspection? (691)
- A. Turn on a radio
 - B. Use nonverbal clues
 - C. Lower the temperature
 - D. Close a door or window
- _____ 8. Where should conversations that involve the exchange of detailed information or complete concentration take place? (691)
- A. A public place
 - B. In front of law enforcement
 - C. A controlled environment
 - D. An uncontrolled environment
- _____ 9. When inspecting areas that involve noisy operations, it may be necessary to: (691)
- A. take notes.
 - B. use nonverbal cues.
 - C. wear hearing protection.
 - D. reschedule the inspection.

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- _____ 10. A large portion of inspector communication involves: (692)
- A. writing.
 - B. arguing.
 - C. listening.
 - D. mediating.
- _____ 11. Which listening skill focuses on the speaker and ignores other distractions? (692)
- A. Attending
 - B. Evaluating
 - C. Remembering
 - D. Understanding
- _____ 12. Which listening skill consists of decoding a message and assigning meaning to it? (692)
- A. Attending
 - B. Evaluating
 - C. Remembering
 - D. Understanding
- _____ 13. What listening skill involves critically analyzing the message to determine how factual it is? (692)
- A. Attending
 - B. Evaluating
 - C. Responding
 - D. Understanding
- _____ 14. What listening skill involves the feedback portion of the communication process? (692)
- A. Attending
 - B. Evaluating
 - C. Responding
 - D. Understanding
- _____ 15. The best way to improve good listening skills is to: (693)
- A. practice.
 - B. take a skills class.
 - C. work with a coach.
 - D. take a college class.

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- _____ 16. When communicating, the greatest distraction is the listener's: (693)
- A. prejudice.
 - B. cell phone.
 - C. internal voice.
 - D. information overload.
- _____ 17. How can an inspector overcome prejudice when listening? (693)
- A. Focus on the message and not the sender.
 - B. Identify the essential elements of the message.
 - C. Focus on the speaker and the message rather than personal concerns or thoughts.
 - D. Take control of the environment and remove as many outside distractions as possible.
- _____ 18. Which verbal skill requires recognizing that the listener may have a different point of view? (693)
- A. Engaging in a dual perspective
 - B. Being aware of any special needs of the receiver
 - C. Taking responsibility for personal feelings and thoughts
 - D. Showing respect for the feeling and thoughts of the other person
- _____ 19. Which nonverbal communication skills require attention to cultural differences? (694)
- A. Eye contact and proximity
 - B. Gestures and facial expressions
 - C. Eye contact and facial expressions
 - D. Gestures and personal appearance
- _____ 20. Which task in Monroe's Motivated Sequence Pattern involves describing the problem and demonstrating a need for a change? (695)
- A. Need
 - B. Action
 - C. Satisfaction
 - D. Visualization

- _____ 21. Which task in Monroe's Motivated Sequence Pattern includes describing the solution for the problem and how it will benefit the listener? (695)
- A. Need
 - B. Action
 - C. Satisfaction
 - D. Visualization

Objective 3:

Describe the basic administrative duties of an Inspector I.

- _____ 22. An inspector needs to be proficient in various types of: (695)
- A. languages.
 - B. mathematics.
 - C. natural sciences.
 - D. written communication.
- _____ 23. Which of the elements of a memo provides details regarding a topic? (696)
- A. Advice
 - B. Direction
 - C. Information
 - D. Introduction
- _____ 24. Usually, all e-mail messages that are written by public officials during the performance of their duties are: (696)
- A. private.
 - B. destroyed quickly.
 - C. personal property.
 - D. official documents.
- _____ 25. Ideally, inspection records should be maintained for _____ properties or facilities within a jurisdiction. (697)
- A. all
 - B. valuable
 - C. occupied
 - D. hazardous

- _____ 26. What determines retention time for records? (697)
- A. Model codes
 - B. Consensus standards
 - C. State and federal law
 - D. Jurisdictional policies and procedures
- _____ 27. It is recommended that records be maintained on a building or facility: (698)
- A. for 5 years.
 - B. for 10 years.
 - C. for its lifetime.
 - D. until it changes owners.
- _____ 28. Which of the following statements is MOST accurate regarding computer records? (698)
- A. They greatly reduce the ability to share information efficiently.
 - B. They greatly increase security of records management and retention.
 - C. They greatly decrease security of records management and retention.
 - D. They greatly increase efficiency and accuracy in records management and retention.

Objective 4:**Describe the preparation required before an inspection.**

- _____ 29. What determines whether an inspection is effective or not? (698)
- A. Inspector's relationship with owner/occupants
 - B. Inspector memorization of codes and standards
 - C. The amount of experience an inspector possesses
 - D. Time spent reviewing the structure or facility inspection records
- _____ 30. When planning for an inspection, the first consideration for an inspector is to: (701)
- A. memorize codes and standards.
 - B. find as many violations as possible.
 - C. make friends with the owner/occupants.
 - D. prepare to conduct the inspection safely.

- _____ 31. What will a review of the inspection records file reveal about an upcoming inspection? (701)
- A. Number of occupants
 - B. What equipment to take
 - C. Construction information
 - D. Types of hazards that may be present
- _____ 32. The amount of time it takes to conduct an inspection: (701)
- A. is set in model codes.
 - B. is determined by the owner/occupant.
 - C. varies for each facility and occupancy.
 - D. varies depending upon weather conditions.
- _____ 33. What is the first step in scheduling an inspection? (702)
- A. Contact legal counsel for warrants.
 - B. Contact law enforcement to check availability for an escort.
 - C. Contact neighboring structures to alert them to the impending inspection.
 - D. Contact the facility owner/occupant to determine a mutually agreeable date and time.
- _____ 34. Which of the following is the BEST example of a compliance issue that an inspector may check in an assembly occupancy after hours? (702)
- A. Construction permits
 - B. Investigation of non-urgent complaints
 - C. An appropriate number of points of egress
 - D. Presence of locked, blocked, or obstructed exits

Objective 5:
Explain basic inspection procedures.

- _____ 35. What method should an inspector establish in order to better identify unsafe conditions or behaviors? (702)
- A. Varied
 - B. Secret
 - C. Random
 - D. Consistent

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- _____ 36. What should inspectors display or have available for immediate review when arriving for an inspection? (703)
- A. Warrant
 - B. Model code
 - C. Identification
 - D. Judge's order
- _____ 37. What should an inspector do when an owner/occupant denies access to the property to be inspected? (704)
- A. Contact a judge for a warrant.
 - B. Contact law enforcement to force access.
 - C. Document the action and make note to return in 30 days.
 - D. Document the action and follow departmental protocols for securing permission to obtain legal access.
- _____ 38. Who should the inspector invite to accompany the inspector during the inspection? (704)
- A. A firefighter
 - B. The building owner/occupant
 - C. A building custodial employee
 - D. The nearest law enforcement officer
- _____ 39. What should an inspector be prepared to issue regarding an inspection site for extremely hazardous conditions? (704)
- A. Permit
 - B. Report
 - C. Warrant
 - D. Cease-and-desist order
- _____ 40. Inspectors following the same sequence for similar types of occupancies increases the: (705)
- A. efficiency of the paperwork.
 - B. preparedness of owner/occupants.
 - C. consistency of the inspection process.
 - D. number of inspections that can be conducted.

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- _____ 41. How can site plan drawings assist an inspector conducting an inspection? (706)
- A. Locate people
 - B. Identify rooms
 - C. Label occupancy loads
 - D. Note location of violations
- _____ 42. When is photographic documentation particularly helpful regarding an inspection? (708)
- A. During business hours
 - B. During routine inspections
 - C. When the inspector is in a hurry
 - D. When documenting violations that may result in a citation or legal action
- _____ 43. For most routine inspections, a _____ combined with appropriate photographs, drawings, and sketches is the only documentation needed to record the inspection. (712)
- A. formal report
 - B. brief inspection summary
 - C. comprehensive list of local codes
 - D. comprehensive inspection checklist
- _____ 44. What is the most difficult aspect of dealing with people while conducting an inspection? (713)
- A. Meeting people
 - B. Violation discussions
 - C. Making appointments
 - D. Rescheduling inspections
- _____ 45. When discussing violations, nothing erodes an owner/occupant's confidence in an inspector more than: (713)
- A. being rude.
 - B. arriving late.
 - C. looking sloppy.
 - D. finding a mistake.

- _____ 46. What should an inspector do to assist an owner/occupant in finding a solution to remedy a violation? (713)
- A. Nothing
 - B. Design a solution
 - C. Provide a copy of the code
 - D. Refer to the appropriate professional
- _____ 47. What serve as official records of an inspection and form the basis for legal action when required? (714)
- A. Copies of codes
 - B. Emails and memos
 - C. Letters and reports
 - D. Photos and drawings

Objective 6:

Explain the role of an Inspector I in follow-up inspections.

- _____ 48. What does an inspector focus on during a follow-up inspection? (715)
- A. Everything
 - B. Owner/occupants
 - C. Manufacturer requirements
 - D. Problem areas from the first inspection
- _____ 49. If all code violations have been corrected, an inspector should be sure to: (715)
- A. provide refunds for any fees issued.
 - B. schedule a new inspection for the following year.
 - C. compliment the owner/occupant for taking the appropriate actions.
 - D. post a notice to the public that the violations have been corrected.
- _____ 50. What should an inspector do if none of the violations have been corrected and no effort has been made by the owner/occupant to correct the violations? (715)
- A. Note the lack of correction in the file
 - B. Schedule a new inspection for the following year
 - C. Issue a final notice with a date for another inspection
 - D. Force the owner/occupant to take the appropriate actions

Objective 7:
Identify ways an Inspector I will participate in emergency planning.

- _____ 51. The key to successfully handling any emergency, regardless of the type of occupancy, is: (716)
- A. an effective emergency plan.
 - B. a convenient means of egress.
 - C. effective training of owner/occupants.
 - D. effective execution of an emergency plan.
- _____ 52. Emergency evacuation drills should be conducted in: (716)
- A. high-rise structures.
 - B. schools and churches.
 - C. all types of occupancies.
 - D. malls and shopping centers.
- _____ 53. Which of the following provides the BEST example of an occupancy with a complex emergency evacuation drill? (716)
- A. Garage
 - B. Grocery store
 - C. Health care facility
 - D. Single-family home
- _____ 54. The emphasis of emergency evacuation drills in educational facilities is placed on: (718)
- A. speed.
 - B. frequency.
 - C. orderly evacuation.
 - D. number of staff involved.
- _____ 55. Emergency evacuation drills in health care facilities are conducted: (719)
- A. weekly on each shift.
 - B. monthly on each shift.
 - C. quarterly on each shift.
 - D. annually on each shift.

- _____ 56. How many means of access should there be to each cell block in a correctional facility? (721)
- A. 1
 - B. 2
 - C. 3
 - D. 4
- _____ 57. Who is responsible for training employees in emergency evacuation of hotels and motels? (722)
- A. Fire marshal
 - B. Fire department
 - C. Training contractors
 - D. Owner or administrator

Objective 8:
Describe the complaint management process.

- _____ 58. Complaints that citizens file should be met with: (722)
- A. doubt.
 - B. skepticism.
 - C. grace and caution.
 - D. courtesy and genuine interest.
- _____ 59. An inspector should process and act upon each complaint: (722)
- A. as quickly as possible.
 - B. in a consistent manner.
 - C. like a serious life safety threat.
 - D. in the order in which they are received.
- _____ 60. To determine whether an administrative warrant to enter a location is needed, an inspector considers the type of occupancy, location within the occupancy, and: (724)
- A. the time of day.
 - B. who owns the occupancy.
 - C. whether children are present.
 - D. severity of the nature of the complaint.