

# 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.

- \_\_\_\_\_ 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.