

# Chapter 16 Quiz

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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

- \_\_\_\_\_ 1. What is one of the most important duties an inspector has when it comes to interacting with various officials and the general public about the basis and importance of the fire and life safety codes? (689)
- A. Inspections
  - B. Enforcement
  - C. Investigations
  - D. Communication
- \_\_\_\_\_ 2. Conversations that involve the exchange of detailed information or complete concentration should take place in: (691)
- A. a public meeting.
  - B. front of witnesses.
  - C. a controlled environment.
  - D. an uncontrolled environment.
- \_\_\_\_\_ 3. What is the best way to improve good listening skills? (693)
- A. Practice
  - B. Training
  - C. Coaching
  - D. Formal education
- \_\_\_\_\_ 4. What kind of communication is body language? (694)
- A. Verbal
  - B. Nonverbal
  - C. Secondary
  - D. Professional

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- \_\_\_\_\_ 5. Primarily, administrative duties for inspectors include: (695)
- A. custodial duties.
  - B. forensic investigation.
  - C. answering the phone.
  - D. preparing written communications.
- \_\_\_\_\_ 6. The success of an inspection visit depends upon how familiar an inspector is with: (698)
- A. model codes.
  - B. consensus standards.
  - C. the site being inspected.
  - D. the people who own the property.
- \_\_\_\_\_ 7. The inspector should establish a \_\_\_\_\_ method for conducting inspections in order to better identify unsafe conditions or behaviors. (702)
- A. varied
  - B. secret
  - C. random
  - D. consistent
- \_\_\_\_\_ 8. The most difficult aspect of dealing with people while conducting an inspection is: (713)
- A. making appointments.
  - B. rescheduling inspections.
  - C. conducting violation discussions.
  - D. meeting people for the first time.
- \_\_\_\_\_ 9. Follow-up inspections are made to verify that corrections noted in the inspection report have been: (715)
- A. noted.
  - B. started.
  - C. completed.
  - D. issued permits.
- \_\_\_\_\_ 10. What is the key to successfully handling any emergency, regardless of the type of occupancy? (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

- \_\_\_\_\_ 11. Complaints that involve a serious life safety threat require: (722)
- A. immediate action.
  - B. immediate research.
  - C. routine investigation.
  - D. effective execution of an emergency plan.
- \_\_\_\_\_ 12. What must an inspector be prepared to deal with by business owner/occupants when they act on complaints? (724)
- A. Protests
  - B. Legal action
  - C. Physical harm
  - D. Negative attitudes