

# The Keys to the Mock Exam Questions (1-80)

The enclosed material is a mock exam for the certification examination for Sustainable Neighborhood Developers. This mock exam questions were made out of the first nine course materials except Course 10: Risk Management.

The EDA University Center for Economic Development at Southern University and A&M College will administer the Certification Test (80 questions) on Saturday, May 19, 2018, 10:00 - 12:00 noon. **Candidates should be seated in examination room by 9:30 am and the testing room doors are closed by 9:30 am.** The actual test covers ten topics Course 1: Entrepreneurship and Small Business Fundamentals & Understanding the Impact of Business Cycles and Financial Market Conditions; Course 2: Acquisition & QuickBooks; Course 3: Provisional Capacity Assessment; Course 4: Personal Finance; Course 5: Funding; Course 6: Development and Construction; Course 7: License & Permits; Course 8: Xactimate; Course 9: Project Management; Course 10: Risk Management.



1. According to Jack Welch, Retired CEO, GE, “the best way to predict the future is to \_\_\_\_\_ it.”

- A. Adopt
- B. Create
- C. Engage

**ANSWER: B Course 1 Class Materials (pdf file): Page 2**

2. Which of the following agencies compiles Real Gross Domestic Product?

- A. The U.S. Department of Education
- B. U.S. Bureau of Economic Analysis
- C. The Federal Reserve System

**ANSWER: B Course 1 Class Materials (pdf file): Page 7 (Source: U.S. Bureau of Economic Analysis)**

3. The Timmons’ model of the entrepreneurial process involves three keys elements that are intertwined. Which of the following is NOT in the entrepreneurial process?

- A. The team
- B. The resources
- C. The rules and regulation

**ANSWER: C Course 1 Class Materials (pdf file): Page 11**

4. Which of the following would be the least appropriate descriptions of the real estate cycle?

- A. Expansion
- B. Hyper supply
- C. Stagnation

**ANSWER: C Course 1 Class Materials (pdf file): Page 50**

5. According to Fred E. Foldvary, the full cycle of the real estate runs every \_\_\_\_\_?

- A. 4 years
- B. 8 years
- C. 18 years

**ANSWER: C Course 1 Class Materials (pdf file): Page 51**

6. In recent years we have seen an explosion and an expansion of both nation chains of the major “dollar store brands” Family Dollar and the Dollar General chain are in a fierce completion in the region for consumer dollar in this market. What is the best estimate of completing a Family Dollar store in Baton Rouge area?

- A. \$1.5 million
- B. \$12 million
- C. \$10 million

**ANSWER: A According to Mr. Jacobs Presentation (Not on the pdf file)**

7. According to the most recent survey published by the Small Business Administration (SBA, 2016), eight million minority-owned firms’ revenue was

- A. \$1.38 trillions
- B. \$600 billions
- C. \$900 billions

**ANSWER: A Course 1 Class Materials (pdf file): Page 78**

8 .The key premise of target marketing is that no business can please everybody. So, a successful business is most likely to focus on:

- A. Who their target market is
- B. the preferences of the population
- C. Technological change

**ANSWER: A Course 1 Class Materials (pdf file): Page 88**

9. Supply chain management refers to:

- A. as the design, planning, execution, control, and monitoring of supply chain activities
- B. as the application of knowledge, skills, tools and techniques to a broad range of supply chain activities
- C. as accessing, budgeting, and valuation of a broad range of supply chain activities

**ANSWER: A Course 1 Class Materials (pdf file): Page 97**

10. Which of the following most accurately describe “Creating sustainable neighborhood developer program”?

- A. the process of renovating and improving a house or district so that it conforms to middle-class taste
- B. the process of training, mentoring, and cultivating individuals who want to improve and develop a house or district where they live.
- C. the process of renovation of deteriorated urban neighborhoods by means of the influx of more affluent residents

**ANSWER: B According to Dr. No’s program introduction (Not on the pdf file)**

11. Many businesses choose to compete based on low prices of their products. However, smart businesses incline to focus on (\_\_\_\_\_) over the low price.

- A. Value
- B. Advertising
- C. Location

**ANSWER: A According to Dr. Kirk’s presentation (Marketing) (Not on the pdf file)**

12. Which of the following correctly explains part of the property acquisition process?

- A. The process is referred to as obtaining supplies or services by contract or purchase order with appropriated or non-appropriated funds.
- B. The acquisition of property for development can take many forms. All require a legal transaction and you should engage and involve an attorney early in the acquisition process.
- C. The property acquisition process takes three steps: Culling the best ideas; measuring ideas against resource constraints; preparing to purchase

**ANSWER: B Page 2: Week 2 Class Materials (pdf file)**

13. Who can be a sustainable neighborhood developer?

- A. The federal government
- B. Sovereign wealth funds
- C. An individual who is eager to improve and develop his/her neighborhood and district where he/she live in

**ANSWER: C    Page 4: Week 2 Class Materials (pdf file)**

14. A sustainable neighborhood developer is least likely to improve or develop:

- A. Convenient stores
- B. Blighted homes
- C. Single family homes

**ANSWER: A    Page 5: Week 2 Class Materials (pdf file)**

15. There are several ways in which you can apply for Government financial assistance (i.e., Community Development Block Grant Program) to develop/improve communities. Which of the following is least likely to be a determining criterion of a government grant awarding agent for funding neighborhood developers?

- A. Applicants' experience and capacity
- B. Community impact
- C. Present time value of your project

**ANSWER: C    Page 8: Week 2 Class Materials (pdf file)**

16. In February 2018, East Baton Rouge Parish government created "Blight Strike Team" to review processes to eliminate blighted areas throughout the parish. Which of the following call center serves as the blight hotline?

- A. 107
- B. 123
- C. 311

**ANSWER: C    Page 14: Week 2 Class Materials (pdf file)**

17. According to Deidra Jones, property acquisition manager at Xavier University of Louisiana, each of the following objectives of acquiring property around its campus is correct except one:

- A. To create a thriving campus community
- B. To get rid of blight
- C. To give more space to its communities

**ANSWER: C    Page 23: Week 2 Class Materials (pdf file)**

18. QuickBooks, accounting software, can be used by individuals and business to carry out except one:

- A. To organize financial accounts in one place
- B. To help in accounting, bookkeeping and managing your income and expenses
- C. To access to built-financial ratios such as profitability ratios, liquidity ratios, turnover ratios, leverage ratios, and market price ratios

**ANSWER: C    Page 28: Week 2 Class Materials (pdf file)**

19. QuickBooks will not allow you to delete an account which has already been used. What alternative does QuickBooks allows you to block a redundant account?

- A. You can cut and paste the redundant account to the other account from the Accountant menu.
- B. You can inactivate the account by choosing Make Account Inactive from the Edit menu.
- C. You can merge the redundant account into an active another account from the Edit menu.

**ANSWER: B     Page 39: Week 2 Class Materials (pdf file)**

20. You can alter the chart of accounts in QuickBooks at anytime. However it's best to spend time creating an accurate list when you first create the file. When reviewed critically, your chart of accounts should meet the following three requirements. First, there should be no redundant accounts. When entering a transaction, it should be perfectly clear which account is to be used. Second, each account should be used for at least \_\_\_\_\_ transactions per year. If it is not then you should consider making the account more general. Third, the chart of accounts list should ideally print out on less than \_\_\_\_\_ pages. Longer lists are cumbersome to scroll through and often contain redundant accounts.

- A. 2; 3
- B. 5; 5
- C. 10; 3

**ANSWER: C     Page 41: Week 2 Class Materials (pdf file)**

21. If you've received payment for an invoice created in QuickBooks, you must record the payment against the appropriate invoice before depositing the money into the bank. You can access to "Receive Payments" in the following pulldown menu:

- A. Lists
- B. View
- C. Customers

**ANSWER: C     Page 51: Week 2 Class Materials (pdf file)**

22. Embarking on successful and sustainable neighborhood development project involves knowledge, skills, and ability in this field. Studying and understanding this ten-week curriculum, you will experience a knowledge-skills-ability mantra. However, the foremost important step for you to ask yourself is provisional capacity assessment on yourself. Which of the following is least relevant to the check lists of provisional capacity self- assessment?

- A. Are you mentally capable to change?
- B. Can I handle multiple tasks to & get to the finish line?
- C. Am I introvert or extrovert in terms of building a work relationship with others?

**ANSWER: C     Page 3: Week 3 Class Materials (pdf file)**

23. The ten-week program curriculum helps the program participants build their knowledge, skills, and ability in the area of sustainable neighborhood development. However, which of the following should be addressed at the provisional capacity assessment level?

- A. How can I leverage my funds with available grant money?
- B. Is it the right time for me to embark on a sustainable neighborhood development project?
- C. Am I able to analyze the market where I live in?

**ANSWER: B     Page 4: Week 3 Class Materials (pdf file)**

24. Both emerging neighborhood developers and active neighborhood development organizations periodically engage in provisional capacity assessment. One of the best examples

is following. After Hurricane Katrina and the subsequent flooding events, the region has seen a decline in funding from philanthropic and federal resources. Funding has become more outcomes-focused, and the need for stronger organizations is fundamental. After their provisional capacity assessment, HUD New Orleans field office and HousingNOLA developed \_\_\_\_\_ to help address these concerns with the goal of strengthening organizations to become stronger assets in the communities they serve.

- A. Internship program
- B. Capacity building program
- C. External audit program

**ANSWER: B Page 8: Week 3 Class Materials (pdf file)**

25. In comparison with Jericho Road, Project Homecoming has a comparative advantage in \_\_\_\_\_?

- A. Housing development
- B. Community development
- C. Workforce development

**ANSWER: C Page 15: Week 3 Class Materials (pdf file)**

26. Which of the following is not the net benefit of the coalition between Jericho Road and Project Homecoming?

- A. Cutting overhead in half
- B. Concentration of workforce development
- C. Establishing predictable capacity when contractors are not available

**ANSWER: B Page 16: Week 3 Class Materials (pdf file)**

27. Which of the following most correctly describes “gentrification”?

- A. The arrival of relatively more affluent and educated households into neighborhoods that have historically been occupied by lower income households
- B. An economic development aimed to create a neighborhood for longstanding community members
- C. A neighborhood economic upgrading aimed to provide employment opportunities to lower income households

**ANSWER: A Page 17: Week 3 Class Materials (pdf file)**

28. What is the first thing you have to get right with the financial industry to be a developer?

- A. Form good relationship with your banker
- B. Get an honest attorney
- C. Get your credit report in great shape

**ANSWER: C Mr. Ceaser’s oral presentation**

29. What is the one important thing that is the secret to success in development projects?

- A. There is no secret to success
- B. Having all the capital needed for the down payment
- C. Attending networking programs

**ANSWER: A Mr. Ceaser’s oral presentation**

30. What is a tax credit?

- A. Money given to you by the government to pay your taxes
- B. Programs and projects that individuals can invest in that will allow them to reduce their tax liability
- C. Borrowing from the bank so that you can have enough credit to pay all your taxes from development projects

**ANSWER: B Mr. Ceaser's oral presentation**

31. How did Mr. Ceaser get started as a developer?

- A. He took courses in economic development in high school
- B. He got an internship while in college that changed his life
- C. College was a waste of time he learned everything on the job

**ANSWER: B Mr. Ceaser's oral presentation**

32. Everybody meets financial challenges one way or another during their lives. How they can handle these financial problems determine the quality of their lives. Many individuals opt in purchasing risk management products to alleviate unforeseen financial challenges. Which of the following financial service/products is considered to be a risk management product?

- A. Commodity futures
- B. Health insurance
- C. Fixed income investment

**ANSWER: B Page 2: Week 4 Class Materials (pdf file)**

33. Which of the following activities is considered Estate Planning?

- A. Establishing an emergency plan
- B. Creating retirement income
- C. Establishing wills and trusts

**ANSWER: C Page 3: Week 4 Class Materials (pdf file)**

34. According to values-based budgeting, you have to prioritize values. Which of the following statements does NOT help you prioritize values?

- A. What principles, qualities, or pursuits are most worthwhile and desirable?
- B. What are you most passionate about?
- C. What are the best quality products available to my budget?

**ANSWER: C Page 8: Week 4 Class Materials (pdf file)**

35. Debt-to-limit is defined as the ratio of outstanding card balance to credit card limit. In order to keep a good credit score, a cardholder should not exceed \_\_\_\_ of the credit card limit.

- A. 30%
- B. 50%
- C. 40%

**ANSWER: B Page 16: Week 4 Class Materials (pdf file)**

36. Personal bankruptcies stay on your credit report for \_\_\_\_.

- A. 5 years
- B. 7 years



C. 10 years

**ANSWER: C Page 21: Week 4 Class Materials (pdf file)**

37. Which of the following credit reporting agencies is one of three major personal credit reporting agencies?

A. Moody's

B. Morning Star

C. Equifax

**ANSWER: C Page 22: Week 4 Class Materials (pdf file)**

38. In everyday conversations, funding and financing are interchangeably used. However, there is a difference between these two terms. Which of the following statements clearly differentiate these two terms?

A. Funding is the gradual infusion of capital into a new or recapitalized enterprise, whereas financing is the money that lenders and equity holders provide to a business.

B. Funding is actually the money provided by companies or by a government sector for a specific purpose. On the other hand, financing is a process of receiving capital or money for business purpose, and it is usually provided by financial institutions, such as, banks or other lending agencies.

C. Funding is the act of providing funds for business activities such as purchasing or investing; financing is a type of investment institutional investors may utilize for its low-risk, fixed-income characteristics.

**ANSWER: B The Definition of funding**

39. Both a business loan and a line of credit involve a lender's approval process. Which of the following properly list three major factors that lenders consider on business funding applications?

A. Tax exempt; sales; the size of a business;

B. Credit score; liquidity (cash flows); revenue-to-expense ratio

C. Duration of a business; a business type; liquidity (cash flows)

**ANSWER: B Mr. Campbell's presentation (Note: Not all his pp slides are available.)**

40. Based on the presentations on "Funding," there are three major types of industries: High risk, restricted, and lower risk industries. Out of these three classifications, real estate development is considered to be \_\_\_\_?

A. High risk industry

B. Restricted industry

C. Lower risk industry

**ANSWER: A Mr. Campbell's presentation (Note: Not all his pp slides are available.)**

41. Which of the following properly list the items that you need when you apply for a business loan?

A. Business loan application; personal financial statement, spouse's personal information, history of the business, business debt schedule

B. Business loan application; personal financial statement, management resume, history of the business, business debt schedule



C. Business loan application; personal financial statement, management resume, history of the business, business physical capital depreciation schedule

**ANSWER: B Mr. Campbell's presentation (Note: Not all his pp slides are available.)**

42. Which of the following properly list the items that you need when you apply for a business loan?

- A. Personal tax returns for the most recent 3 years; aging of accounts receivable and payable; IRS Form 4506 signed for business tax returns of personal schedule C.
- B. Personal tax returns for the most recent 10 years; aging of accounts receivable and payable; IRS Form 4506 signed for business tax returns of personal schedule C.
- C. Personal tax returns for the most recent 1 year; aging of accounts receivable and payable; IRS Form 4506 signed for business tax returns of personal schedule C.

**ANSWER: A Mr. Campbell's presentation (Note: Not all his pp slides are available.)**

43. The five C's of credit is a system used by lenders to gauge the creditworthiness of potential borrowers. The system weighs five characteristics of the borrower and conditions of the loan, attempting to estimate the chance of default. The five C's of credit are character, capacity, capital, collateral and conditions. Specifically, car loans are secured by cars, and mortgages are secured by homes. These are the examples of:

- A. Capital
- B. Collateral
- C. Character

**ANSWER: B Mr. Campbell's presentation (Note: Not all his pp slides are available.)**

44. Based on the presentations on "Funding," which of the following small business loan applicant is most likely to secure a business loan?

- A. An individual FICO score of 825 with no business experience
- B. An individual whose business has generated constant positive cash flows with revenue-to-expense ratio being at least 1.5X.
- C. An individual whose business has run into liquidity problem, but has just partnered with a wealthy doctor as co-signer.

**ANSWER: B Mr. Campbell's presentation (Note: Not all his pp slides are available.)**

45. The CDC II provides lines of credit for multi- and single-family housing development. However, its main focus is single-family housing development for \_\_\_\_\_.

- A. Long-term investment purpose
- B. Neighborhood development
- C. Home ownership

**ANSWER: C Page 6: Week 5 Class Materials (pdf file)**

46. The statements below correctly describe USDA home loans EXCEPT:

- A. USDA loans are zero-down-payment mortgages for rural and suburban homebuyers.
- B. They're mainly for borrowers who aren't wealthy and can't get a traditional mortgage.
- C. USDA loans allow qualified borrowers to get the standard 30 years mortgage interest rates, without a down payment.

47. Since the early 1970's, wages have only grown \_\_\_\_ per year, but the cost of living is rising \_\_\_\_ each year.

- A. 2.7%; 0.2%
- B. 3%; 6%
- C. 0.2%; 2.7%

ANSWER: C

Page 85: Week 5 Class Materials (pdf file)

48. Which of the following has the best observations on a national bank (i.e., Bank of America) and a community bank (i.e., Guaranty Bank)?

- A. Both a national bank and a community bank meet federal laws regulating inter-state banking.
- B. A national generally has less focus on local community development and more restrictions on small-business loans; a community bank frequently focus on lending money for mortgages for community housing.
- C. A national bank has the cash reserves to make larger business loans and the capacity for greater risk in making the loans. Also, a national bank provides a limited range of retirement accounts to local communities.

**ANSWER: B The difference between a national bank and a community bank**

49. The Louisiana Housing Corporation was created by the Louisiana Legislators to do what?

- A. Increase the revenues of the Governor?
- B. Administer federal and state funds to advance the development of energy efficient and affordable housing for low- and moderate income families.
- C. Help Universities and Colleges housing initiatives.

**ANSWER: B According to Brad Sweazy, Chief Operating Officer, Louisiana Housing Corporation**

50. The Louisiana Housing Corporation administers programs to assist?

- A. Hospitals, Schools and Universities
- B. Developers who build communities near railroads and airports
- C. Renters, homebuyers and owners, developers, nonprofit group, local governments and stakeholders.

**ANSWER: C According to Brad Sweazy, Chief Operating Officer, Louisiana Housing Corporation**

51. For a developer to qualify for the Louisiana Housing Corporation Low-Income Housing Tax Credit Program, which of the following statements is not true?

- A. Propose a development with new construction or substantial rehab of existing units occupied by low-income individuals and families.
- B. The LHC will make available LHC resources for financing (9% LIHTC, 4% LIHTC, HOME, etc).
- C. Projects converting to "Project Based Rental Assistance" will be administered by The Governor.

**ANSWER: C According to Brad Sweazy, Chief Operating Officer, Louisiana Housing Corporation**

52. Which name is the correct name for CLEM JR Development Chief Executive Officer?

- A. Clem Kadiddle
- B. Clem Clemens
- C. Clem Lafleur

**ANSWER: C Page 41: WEEK 6 Class Material (pdf file)**

53. Which statement is not what Clem Jr Development presented: \

- A. Build a relationship with a bank
- B. Know your bank decision making process
- C. The bank will look at every deal you present to them.

**ANSWER: C Page 43: WEEK 6 Class Material (pdf file)**

54. Clem Jr Development mentioned three important items, which of the following is not what he mentioned?

- A. Does the city or parish have money to disperse
- B. How much liquidity do you have to pledge to the project
- C. All deals are good deals.

**ANSWER: C Page 45: WEEK 6 Class Material (pdf file)**

55. If the public pays for a facility to be constructed, who is the owner:

- A. The Developer
- B. The Government Agency
- C. The Construction Manager

**ANSWER: B Page 5: WEEK 6 Class Material (pdf file)**

56. David Timoll mentioned that a good construction team should have Design Professionals; such as Architects, Engineers or design professional. Which statement is not what a design professional provide?

- A. Assist owner in developing a plan for their facility
- B. Responsible for applying for and obtaining all necessary permits
- C. Utilize the city/municipality to design your project's plans

**ANSWER: C Page 7: WEEK 6 Class Material (pdf file)**

57. Which statement is not a typical construction contract type?

- A. Do work for a set price
- B. Risk to contractor is smaller than that of the owner
- C. Price is per unit of each item.

**ANSWER: B Page 19: WEEK 6 Class Material (pdf file)**

58. Which of the following statements is irrelevant at Schematic Design stage in construction?

- A. Looking at method and materials to use
- B. Preliminary estimate (+/- 10%) and schedule are completed.
- C. Setting up milestones to be paid

**ANSWER: C Page 15: WEEK 6 Class Material (pdf file)**

59. Which of the following activities belongs to Conceptual Planning stage in construction?

- A. Permits are started and applications are made.
- B. Value engineering
- C. Actual design begins

**ANSWER: A Page 14: WEEK 6 Class Material (pdf file)**

60. The Louisiana State Licensing Board for Contractors was created in:

- A. 1959
- B. 1971
- C. 1956

**ANSWER: C Page 5: Week 7 Class Materials (pdf file)**

61. The Louisiana State Licensing Board for Contractors (LSLBC) mission is to protect \_\_\_\_\_ and the integrity of the construction industry.

- A. Entrepreneurs
- B. Small businesses
- C. the general public

**ANSWER: C Page 5: Week 7 Class Materials (pdf file)**

62. Which of the following license types is not provided by the LSLBC?

- A. Residential license
- B. Rough-in license
- C. Home improvement license

**ANSWER: B Page 10: Week 7 Class Materials (pdf file)**

63. Commercial license covers EXEPT:

- A. Commercial projects with a value of \$50,000 or more
- B. Subcontractor/specialty trades for commercial projects with a value of \$50,000 or more
- C. Residential construction exceeding \$1,000,000

**ANSWER: C Page 11: Week 7 Class Materials (pdf file)**

64. Which of the following projects requires a commercial license from the Louisiana State Licensing Board for Contractors?

- A. Home improvement projects exceeding \$75,000
- B. Subcontractors/specialty trades for residential projects where the labor and materials exceeds \$7,500
- C. Electrical/Mechanical/Plumbing projects exceeding \$10,000 (material and labor combined)

**ANSWER: C Page 13: Week 7 Class Materials (pdf file)**

65. Effective January 20, 2016, residential subcontractors who bid or perform work in one of the six specialty areas must be licensed for that specialty when the work exceeds \$7,500 (including labor and materials) on any new single family residential home, duplex, triplex, or fourplex.

Which of the following specialty areas is NOT one of six ones?

- A. Residential pile driving
- B. Residential roofing
- C. Residential underground mineral property

**ANSWER: C**

**Page 17: Week 7 Class Materials (pdf file)**

66. Which of the following projects requires Mold Remediation License?

- A. Mold Remediation projects with a value of \$1.00 or more including labor and materials
- B. Mold Inspection with an estimated fee of \$250 or more
- C. Mold Detection services with an estimated fee of \$250 or more

**ANSWER: A**

**Page 20: Week 7 Class Materials (pdf file)**

67. The number of licensed mold remediation contractors in the state of Louisiana is:

- A. about 1,000
- B. about 200
- C. about 500

**ANSWER: B**

**Page 20: Week 7 Class Materials (pdf file)**

68. Which of the following exams is the most frequently administered exam by the LSLBC?

- A. Residential Building Contractor
- B. Business and Law
- C. Mechanical work

**ANSWER: B**

**Page 22: Week 7 Class Materials (pdf file)**

69. Xactimate Remodel is an estimating software designed for professional remodelers:

- A. True
- B. False

**ANSWER: A**

**Lecture Presentation**

70. In order to access your Xactimate Remodel software, you will be assigned a:

- A. 20 – character Product Key code
- B. 10 – character Product Key code
- C. 8 - character Product Key code

**ANSWER: A**

**Lecture Presentation**

71. The Xactimate Remodel Demo software is free for \_\_\_\_\_ days?

- A. 15 days
- B. 30 days
- C. 90 days

**ANSWER: B**

**Lecture Presentation**

72. Can you design rooms in a house with Xactimate version 28?

- A. Yes
- B. No

**ANSWER: A**

**Lecture Presentation**

73. How does one start Xactimate?

- A. One will need to download & install the software.
- B. One will need an instructor to assist them.
- C. One would have to buy a special computer specifically for Xactimate.

**ANSWER: A**                      **Lecture Presentation**

74. Does Xactimate 28 shortcuts pdf has a list with Sketch Keyboard shortcuts?

- A. Yes
- B. No

**ANSWER: A**                      **Lecture Presentation**

75. Projects fail these reasons: lack of planning; lack of clear roles; responsibilities; lack of change management; poor budgeting; poor scheduling

- A. True
- B. False

**ANSWER: A**

76. In the role of a Project Manager, Passive Marketing/Touching Clients is designed to stay in constant contact with the client in order to secure future business. Which of the three statements does support that effort?

- A. Send the client pictures of your golf clubs
- B. Forward an article about the client's business to the client
- C. Invite the client out for breakfast or coffee and you let the client pay for their order.

**ANSWER: B**

77. Elements of a Project Manager's Plan should have Goals and Objectives \ and other components. Which of the statements below is not part of the elements of a project manager's plan components?

- A. Scope of Work
- B. Schedule
- C. Permit from the City

**ANSWER: C**

78. The Characteristics of a good schedule are, easily communicated, flexible, kept on a calendar basis, forces early deadlines, allows for slippage and graphic presentation.

- A. True
- B. False

**ANSWER: A**

79. In Project Write-Offs, it entails the following: Jobs are in budget trouble, job with potential quality/liability problems, Charges to jobs w/o contracts, delays in getting charges keyed in to accounting and late payment.

- A. True
- B. False

**ANSWER: A**

80. Critical success factor in managing your client entails:

- A. Leadership & Management
- B. Salesmanship & Operations
- C. Checks and Balances

**ANSWER: A**