

1. When you're showing a client around a property, how should you proceed?

- a) Encourage the client to walk in front of you as you move through the property.
- b) Lead the client into each room.
- c) Stay put and send the client on a self-guided tour.
- d) None of the above.

2. What is the best way to meet a new client for the first time?

- a) At the property you're showing. You've checked it out and know it's safe.
- b) At their residence. This way, you know where they live.
- c) At your residence. Your home is a safe place!
- d) In your office, where you can introduce them to your colleagues.

3. What is a distress code?

- a) An alarm button you can use to send a signal to your local police department
- b) A personal identification number you dial into your cell phone
- c) A word or phrase you can say that indicates you need help, but does not tip off the person you are with
- d) A word or phrase you say to the person who is threatening you

4. What time during an open house should you be most on guard?

- a) At the beginning, when people start arriving
- b) At the end, when one or two people may linger in the house
- c) The times when you are alone
- d) Around midday, when most people are busy with lunch

5. Where should you park your car when showing a property?

- a) In the driveway, if possible, so it is close to the exit
- b) At the curb, so you can't get blocked in
- c) At least a half a block away, so no one can identify which car is yours
- d) You shouldn't drive your own car to a showing. Ride with the client!

6. What should you do when you're working in the office alone?

- a) Stay in the back, out of sight.
- b) Ensure that all outside doors and windows are locked.
- c) Call the police and ask them to have a squad car drive by.
- d) You should never work in the office alone.

7. What should you carry with you at all times when you're alone in the office?

- a) Your cell phone
- b) Your wallet
- c) A piece of identification
- d) All of the above

8. Why should you keep windows and counters clear?

- a) So that the office looks neat and professional
- b) So you can see who is arriving and leaving
- c) So that people outside can see who is working
- d) So that people outside can see in and notice if something is wrong

9. Why should you keep the floor clear of boxes and other obstacles?

- a) To prevent a fire hazard
- b) To prevent bugs and other vermin
- c) To ensure that no one trips over them
- d) So that you'll have a clear exit if you need to escape

10. How can you protect your office from an electrical fire?

- a) Don't overload an outlet with too many plugs.
- b) Replace or dispose of frayed electrical cords.
- c) Have a fire inspector examine your office.
- d) Both a and b.

11. What is the best way to secure an outside door with glass panels?

- a) With a two-inch deadbolt lock
- b) With a sturdy rod laid along the bottom track of the door
- c) With a double lock that requires a key on both sides
- d) With a chain lock

12. Which of the following can protect you from identity theft?

- a) When shopping online, check the site for a URL that begins with https://
- b) When shopping online, check the bottom of the browser window for a closed padlock symbol.
- c) Create computer passwords that are at least 8 characters long.
- d) All of the above

13. Which documents should you shred?

- a) Anything with your account numbers, PINs or other financial information
- b) Private correspondence
- c) Anything with your name and address
- d) Outdated files

14. Where should you hide a key so that you don't get locked out?

- a) Under the doormat
- b) Beneath a flowerpot or planter
- c) In the mailbox
- d) None of the above. You should never hide a key outside.

15. What should every home have?

- a) Double locks on all outer doors.
- b) Working smoke and carbon monoxide detectors.
- c) A high-tech security system.
- d) All of the above.