



II.A – Public Relations TEST

Section 1 – True/False Questions

Please read each statement, and then write “True (T)” or “False (F)” to indicate whether you believe the statement is true or not true.

- _____ 1. Security personnel who engage in theft may be subject to civil but not criminal penalties.
- _____ 2. Sleeping on duty is strictly forbidden and may result in immediate termination.
- _____ 3. The most important aspect of good public relations for the security officer is attitude.
- _____ 4. A security officer should always give his opinion regarding a sexual harassment complaint.
- _____ 5. The security officer’s primary goal in a possible violent situation is to escalate a physical confrontation.
- _____ 6. Completing the daily logs in advance shows that the security officer is efficient.
- _____ 7. Consumption of alcohol immediately prior to reporting for duty is prohibited.
- _____ 8. It is acceptable to gamble with other employees as long as it only involves small amounts of money.
- _____ 9. Security and cleaning personnel are often considered prime suspects in any theft investigation because of their opportunity for access in a facility.
- _____ 10. A security officer may usually use the client’s phone for legitimate reasons and in moderation.



Section 2 – Multiple Choice Questions

Please read each statement or question and select the answer that most accurately answers or completes the question.

- _____ 1. Falsification of records _____.
- a. Is the same as lying
 - b. May be considered an act of negligence
 - c. Both a and b
 - d. None of the above
- _____ 2. Which of the following is a sign of possible drug use?
- a. Frequent and lengthy visits to washrooms, locker rooms, or parking lot
 - b. A change in disposition of the employee
 - c. Weight gain
 - d. All the above are possible signs
- _____ 3. Only one person should deal with a potentially violent person. This person is:
- a. The biggest and strongest security officer
 - b. The team leader
 - c. Anyone whom the person will listen to
 - d. None of the above
- _____ 4. A security officer who skips a patrol because he is tired should:
- a. Honestly state why the patrol was missed
 - b. Ignore or hide the missed patrol
 - c. Blame it on someone else
 - d. None of the above



- _____ 5. Which of the following is suggested for a security officer's proper appearance?
- a. A clean and presentable uniform
 - b. Perfume/cologne
 - c. Jewelry
 - d. All the above
- _____ 6. Which of the following may result in violence in the workplace?
- a. Employees being severely disciplined
 - b. Employees being discharged
 - c. Employees suspected of drug abuse being asked to take a drug test
 - d. All the above
- _____ 7. A security officer who is the perpetrator of sexual harassment may be:
- a. Sued in Federal Court
 - b. Terminated
 - c. Subject to financial liability
 - d. All the above
- _____ 8. If the image of a security officer is poor, the following result is likely:
- a. The facility's personnel will pitch in to help with safety efforts to make up for poor security
 - b. The visual deterrent value of security will decrease, and people will become less likely to report suspicious activity
 - c. The client will hire more security to fill in the gaps
 - d. The officer will be reassigned to a more exciting post to inspire them to better performance



- _____ 9. The average body can dispose of alcohol at a rate of:
- a. One drink per hour
 - b. Two drinks per hour
 - c. Three drinks per hour
 - d. All consumed drinks in one hour
- _____ 10. After using marijuana, the by-products may be present in a drug test or drug screen urinalysis for up to:
- a. 10 days
 - b. 30 days
 - c. 3 months
 - d. Only for a day
- _____ 11. Which of the following can be described as the core responsibility of a security officer?
- a. Protect & Serve
 - b. Observe & Report
 - c. Safety & Security
 - d. Investigation & Enforcement
- _____ 12. Which of the following is not an appropriate verbal intervention when dealing with an individual suffering from mild anxiety and tension, reduced communication, mild shakiness, and mild physical arousal:
- a. "How can I help you?"
 - b. "Either you calm down or we will calm you down."
 - c. "You seem upset. Tell me what is going on."
 - d. "How might we work this out?"



- _____ 13. If a security officer suspects that a person is an undercover investigator, acting as an employee he/she should discuss it with:
- a. His/her fellow security officers
 - b. His/her immediate supervisor
 - c. No one
 - d. The person he/she suspects
- _____ 14. The Code of Ethics for Private Security Employees includes all but the following pledge:
- a. To accept compensation, commission, gratuity and other advantages with the knowledge and consent of my employer.
 - b. To conduct myself with honesty and integrity and to adhere to the highest moral principles in the performance of my security duties.
 - c. To report to my superiors, without hesitation, any violation of the law or of my employer's or client's regulations.
 - d. To strive continually to improve my performance by seeking training and educational opportunities that will better prepare me for my private security duties.
- _____ 15. The "game plan" for handling violence in the workplace should answer all of the following questions except:
- a. Who should call the police?
 - b. When should the security officer restrain the individual?
 - c. Does anyone have handcuffs?
 - d. Am I getting paid enough to do this?