

Test Bank

Essay Questions

1. Discuss how the following items might play a part in public relations efforts of a business or organization and discuss those in which security personnel might play a role.
 - open house
 - reception
 - tour of the establishment
 - newsletter
 - speaking to local schools
2. How can private security directors enhance the image of the private security officer?
3. List the resources one might use to obtain qualified people to hire as security officers.
4. What are three characteristics of a good training program?
5. Is there a difference between leadership and management? If so, explain what the differences are and what is most important about each?

True/False Questions

1. Security directors are responsible for procedures and daily orders.
 - a. True
 - b. False
2. Security directors are responsible for financial programs.
 - a. True
 - b. False
3. Security directors are not responsible for conducting background checks and periodic audits.
 - a. True
 - b. False
4. Security directors are not responsible for scheduling.
 - a. True
 - b. False

5. Security directors are responsible for supervising.
 - a. True
 - b. False
6. Private security personnel can have prior criminal records.
 - a. True
 - b. False
7. Private security personnel must be at least 21 years of age.
 - a. True
 - b. False
8. Only basic preassignment training and not ongoing training should be provided to security officers.
 - a. True
 - b. False
9. Preassignment training should include passes.
 - a. True
 - b. False
10. Most security directors fire employees at the first mistake.
 - a. True
 - b. False

Multiple Choice Questions

1. Good public relations require that security personnel
 - a. look and act professional.
 - b. be able to lift twice their own weight.
 - c. have a college degree in public relations.
 - d. have a law degree.
2. Security managers should balance:
 - a. the public's "right to know."
 - b. the reporter's First Amendment right to publish what they know.
 - c. their employers' needs to withhold certain information and to protect their privacy.
 - d. all of the above

3. Private security should be a priority concern of the top-level management of all of the following except
 - a. businesses.
 - b. government.
 - c. industries.
 - d. institutions.
4. The roles of the security director include all of the following except
 - a. loss prevention specialist.
 - b. administrator.
 - c. investigator.
 - d. perpetrator.
5. Security directors are responsible for the _____ of security within the organization.
 - a. image
 - b. policy
 - c. role
 - d. none of the above
6. The ultimate goal of private security is _____.
 - a. punishment
 - b. loss prevention
 - c. rehabilitation
 - d. none of the above
7. Security directors must ensure that _____ are met.
 - a. principles
 - b. quotas
 - c. goals
 - d. none of the above
8. SMART objectives are all of the following except
 - a. Specific.
 - b. Immeasurable.
 - c. Attainable.
 - d. Relevant.
9. Security directors are responsible for investigating actual occurrences of _____.
 - a. risk
 - b. loss
 - c. fraud
 - d. none of the above

10. Security directors are responsible for all of the following except:
 - a. hiring.
 - b. writing job descriptions.
 - c. training.
 - d. running the company.

Fill-In-The-Blank Questions

1. Public relations includes all activities undertaken to enhance _____ and create goodwill.
2. Private security officers convey an image of their _____ that can either promote or detract from public relations efforts.
3. _____ good public relations is a vital part of any security officer's job.
4. Security managers should balance the public's "right to know" and the reporters' _____ Amendment right to publish what they know with their employers' needs to withhold certain information and to protect their privacy.
5. A security officer who looks and acts like a(n) _____ will have greater likelihood of preventing crime, the primary purpose of being hired initially.
6. Good public relations can also promote the _____ program and its safety and protection objectives.
7. Security directors are responsible for _____ goals.
8. Security directors are responsible for _____ controls and budgets.
9. Personnel can be educated about the security/safety system through _____, signs, manuals, training sessions, drills and the suggestions and examples of security officers.
10. Security directors are responsible for conducting _____.

CHAPTER 2 ANSWER KEY

Essay Questions

See appropriate sections of the text.

True/False Questions

1. True (p. 41)
2. False (p. 41)
3. False (p. 41)
4. False (p. 41)
5. True (p. 41)
6. False (p. 46)
7. False (p. 46)
8. False (p. 52)
9. True (pp. 51-52)
10. False (p. 55)

Multiple Choice Questions

1. a (pp. 60-61)
2. d (p. 61)
3. b (p. 36)
4. d (p. 41)
5. a (p. 41)
6. b (p. 41)
7. c (p. 41)
8. b (p. 42)
9. b (p. 37)
10. d (p. 46)

Fill-In-The-Blank Questions

1. image (p. 60)
2. employer (p. 60)
3. Promoting (p. 60)
4. First (p. 61)
5. professional (p. 60)
6. security (p. 61)
7. security (p. 41)
8. financial (p. 41)
9. posters (p. 43)
10. inspections (p. 46)