



**PUTTING REALTOR® SAFETY FIRST:
SAFETY STRATEGIES FOR THE MODERN REALTOR® (V2.0)**

FINAL EXAM AND ANSWER KEY

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|------------|---|------------|---|
| 1. | B | 16. | B |
| 2. | C | 17. | C |
| 3. | D | 18. | D |
| 4. | B | 19. | A |
| 5. | A | 20. | B |
| 6. | C | 21. | A |
| 7. | A | 22. | D |
| 8. | D | 23. | C |
| 9. | A | 24. | B |
| 10. | B | 25. | A |
| 11. | C | 26. | D |
| 12. | D | 27. | A |
| 13. | B | 28. | D |
| 14. | C | 29. | B |
| 15. | D | 30. | A |



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- 1. One of the highest risks that real estate professionals take is:**
 - A. Taking a self-defense course.
 - X B. Meeting prospects they do not know at a property.
 - C. Checking the perimeter of a vacant property before going inside.
 - D. Shredding unwanted credit card applications.

- 2. When one of the components of the crime equation "motive + opportunity = crime" is removed, which of the following occurs?**
 - A. The crime may happen but not progress beyond robbery.
 - B. The possibility of a crime occurring increases dramatically.
 - X C. The likelihood of a crime occurring is diminished.
 - D. The perpetrator cannot be found guilty.

- 3. The goal of a predator is to:**
 - A. Case the property.
 - B. Make network contacts.
 - C. Profit from stolen goods.
 - X D. Isolate the victim.



- 4. Whenever Larry arrives at a property, he does a POWDER scan. What is he doing?**
- A.** Making sure he has a firearm ready in case of attack.
 - X **B.** Observing any suspicious activities or people in or around the property.
 - C.** Checking in with the office to tell them that his distress code is "POWDER."
 - D.** Looking for possible environmental hazards.
- 5. When confronted with a dangerous situation, the first instinctual reaction is usually:**
- X **A.** Denial.
 - B.** Anger
 - C.** Sadness.
 - D.** Confusion.
- 6. For real estate professionals, the best defense is a plan of:**
- A.** What self-defense weapon to use.
 - B.** How to get in touch with law enforcement.
 - X **C.** What to do to avoid risks or actions to take if in danger.
 - D.** Regular target practice at a shooting range.
- 7. The best course of action when threatened is almost always to:**
- X **A.** Escape the situation.
 - B.** Fight back.
 - C.** Scream for help.
 - D.** Call 911.



8. How does improving your fitness level help to keep you safe on the job?

- A.** It helps you avoid injury if attacked.
- B.** It helps you control fear responses.
- C.** It makes you more likely to fight back.
- X **D.** It improves your ability to run away.

9. Fighting back should be viewed as:

- X **A.** A conscious decision when escape is not an option.
- B.** Something only strong men can do.
- C.** The first reaction to a threat because it surprises an attacker.
- D.** A way to diffuse a threatening situation.

10. Joyce is considering self-defense training, but she isn't sure whether to choose a group class or individual instruction. What would be the benefit of group instruction?

- A.** She will be able to network with the sponsors of a group-instructed class.
- X **B.** She can gauge her progress in comparison to others in the class.
- C.** Trainers for group taught self-defense classes are guaranteed to be more qualified than trainers who work on a one-on-one basis.
- D.** She'll receive lots of individualized feedback and guidance from the self-defense trainer.



11. Roberta purchased a firearm for protection. After complying with state registration requirements, she should:

- A. Display a “weapons-zone” sticker on her car
- B. Buy a bigger purse to carry the firearm in.
- X C. Learn to use the firearm for self-defense.
- D. Inform the state real estate commission that she is armed.

12. It’s a good idea to use the buddy system when you:

- A. Want to introduce a new agent to repeat sellers.
- B. Advise a seller on preparing a home for showing.
- C. Are allergic to dogs and cats.
- X D. Haven’t closed a deal in a while.

13. In an active shooter situation, the first option for action should be to:

- A. Prepare to confront the shooter.
- X B. Run to a place of safety.
- C. Wait for law enforcement to arrive.
- D. Hide under a desk.

14. When law enforcement arrives on the scene of an active shooter situation, their first task is:

- A. Interviewing witnesses.
- B. Assisting the injured.
- X C. Ending the incident.
- D. Evacuating the premises.



15. The manager of Dan's brokerage told him that CITO is company policy when meeting new prospective buyers. What should Dan do?

- A.** Call a home inspector today before showing any homes.
- B.** Create a customized individual tour itinerary.
- C.** Inform prospective buyers that earnest money should be cash in total.
- X **D.** Ask prospective buyers to come into the office before looking at homes.

16. A consistently applied procedure for gathering prospect information is based on the principle of:

- A.** Office safety culture.
- X **B.** Equal Professional Services.
- C.** Exclusive agency listing agreement.
- D.** The buddy system.

17. James usually asks new prospects to provide identification and keeps a photocopy of their IDs. Some days he is too rushed to do this and skips this step. Is this a problem?

- A.** No. If he is short on time, he can ask for ID when the prospective buyers are ready to make an offer.
- B.** Yes. He won't have contact information on all prospective buyers.
- X **C.** Yes. If he asks some prospects for ID and not others, it could be construed as discrimination.
- D.** No. His intention is to treat everyone the same and asking everybody for ID gets in the way of forming a good client relationship.



18. One of the drawbacks of background checks for new prospects is:

- A. The cost.
- B. Obtaining permission from the prospect.
- C. Deciding which prospects to do a check on.
- X D. Incomplete or inaccurate data

19. When preparing a home for showing, it's a good idea to

- X A. Put away dangerous objects that can be used as a weapon.
- B. Close and lock the garage door.
- C. Ask the prospect to wait in the living room while you complete the preparation.
- D. Close drapes and blinds.

20. When greeting prospects at a property, an agent should:

- A. Lead the prospects through the property.
- X B. Establish an authoritative and in-control tone.
- C. Make the prospects feel that they are in charge of the showing.
- D. Compare personal connections in common with the prospects.

21. Areas of a home that present heightened risk include:

- X A. Bathrooms.
- B. Kitchen.
- C. Front yard.
- D. Patio.



22. When ascending or descending stairs the best approach is to:

- A. Let the prospect completely ascend or descend first.
- B. Ask the prospect to wait for you at the landing.
- C. Avoid stairs altogether.
- X D. Maintain a 4-stair distance from the prospect.

23. A predator may signal an intended attack by:

- A. Maintaining a social distance of 6-8 feet.
- B. Asking questions about the neighborhood.
- X C. Intentionally standing between the agent and the door.
- D. Appearing indecisive about the property.

24. While Dorothy is showing a property to a new prospect, he compliments her hairstyle and clothes and asks if she has a husband or boyfriend. Should she be concerned?

- A. No. The prospect is likely just trying to establish a rapport.
- X B. Yes. Inappropriate compliments and asking personal questions are red flags.
- C. No. The prospect is probably interested in Dorothy and would like to ask her out.
- D. Yes. The prospect is probably trying to decide if Dorothy is the best agent to find the right property for him.



25. Why should sellers to put away prescription drugs during showings?

- X **A.** Certain prescription drugs may be stolen and resold.
- B.** Too many medicine bottles clutter up the bathroom counter.
- C.** The buyer may think the seller is motivated by ill health.
- D.** The buyer's children could accidentally ingest the medicines.

26. What should owners do if someone knocks on the door and asks to see their home?

- A.** Ask the person for identification.
- B.** Ask the person if they want to see the home now.
- C.** Ask how the person found out that the home is for sale.
- X **D.** Ask the person to contact you to arrange a showing.

27. When sitting an open house, the best place to station yourself is:

- X **A.** In a room with a strong phone signal and easy escape routes.
- B.** In an interior room with deadbolt locks.
- C.** On a deck or porch.
- D.** In your car at curbside.

28. When an unaccompanied real estate professional sits an open-house event from noon to 4:00 p.m., the most vulnerable time for the real estate professional is:

- A.** Right before noon.
- B.** 1:00 p.m.
- C.** 2:30 p.m.
- X **D.** 4 p.m.—when the real estate professional is closing the open house.



29. Ryan received an email that looked like it was from his bank. The email asked him to verify his checking account by supplying an account number and social security number. Ryan deleted the email because it was probably an example of:

- A. Sorting.
- X B. Phishing.
- C. Adware.
- D. HTTPS messaging.

30. Jennifer set up separate Facebook pages for personal and business. Her business page includes a profile of her and her kids. Jennifer frequently posts about her kids' soccer teams as she wants others to know that she is an avid soccer mom and because it could help build her business network. Is this a safety issue?

- X A. Yes. Personal information on public social media sites could be used by predators to target her and her family.
- B. No. As long as she doesn't post her home phone number, it's okay to post news of her kids' soccer games.
- C. Yes. Posting personal information increases the chances of being targeted for email scams.
- D. No. It's a good way to build a network with other soccer moms and her colleagues like to keep up-to-date on her kids' games.