**Test Key**

**S.L.I.Z. Micro Course 1: Sport Facility and Event Management**

**Test Details:** Learners will answer 20 questions. Learners are required to answer 80% correct in order to pass this microcourse. ( 2 sets available).

**Title:** Micro Course 1 Test

**Description:** This test is designed to assess your understanding of the key concepts and skills covered throughout the course. It consists of a mix of multiple-choice and true/false questions. Successful completion will indicate that you have mastered the key principles from the Micro Course 1.

**Time:** [insert time to complete]

**Grading:** Passing with 80% correct.

**Attempts:** [Insert attempts available]

1. Sport facility managers should receive proper training in personnel management, as facility operations involve coordinating with numerous staff members and workers

A. True

B. False

**Answer: A**

2. Facilities are alerted to damages that happens during an event through:

A. through incident reports submitted by fans

B. through real-time monitoring systems

C. through post-event inspections by staff

D. All of the above

**Answer: D**

3. What is the first step in the event planning process?

A. Conducting site inspections  
 B. Defining event goals and objectives  
 C. Creating a setup schedule  
 D. Coordinating with vendors  
 **Answer: B**

4. Which of the following is NOT part of the facility readiness checklist?

A. Ensuring cleanliness of restrooms  
 B. Confirming safety measures  
 C. Evaluating post-event feedback  
 D. Setting up necessary equipment  
 **Answer: C**

5.What is the primary goal of preventative maintenance?

A. Reduce downtime and long-term costs  
 B. Enhance marketing strategies  
 C. Improve customer engagement  
 D. Increase attendance  
 **Answer: A**

6.What is a common challenge when managing parking logistics for events?

A. Scheduling events  
 B. Insufficient parking spaces  
 C. Volunteer recruitment  
 D. Sponsorship acquisition  
 **Answer: B**

7.Which technology can enhance ticketing efficiency during events?

A. Facility maintenance software  
 B. Mobile apps  
 C. Smart lighting systems  
 D. IoT devices  
 **Answer: B**

8.What should be included in a safety and security plan for large events?

A. Advertising strategies  
 B. Emergency response procedures  
 C. Concession pricing lists  
 D. Event sponsorship contracts  
 **Answer: B**

9. During mid-event concerns, what is the first step in addressing unforeseen issues?

A. Informing attendees of changes  
 B. Conducting a post-event analysis  
 C. Implementing the emergency response plan  
 D. Coordinating with vendors  
 **Answer: C**

10. What is a benefit of implementing customer feedback mechanisms during an event?

A. Reduces operational costs  
 B. Provides real-time insights for improvements  
 C. Automates ticket sales  
 D. Simplifies volunteer recruitment  
 **Answer: B**

11. What is the purpose of post-event analysis?

A. To finalize sponsorship deals  
 B. To assess performance metrics and identify improvements  
 C. To create social media campaigns  
 D. To schedule the next event  
 **Answer: B**

12. Which of the following is NOT a key element of a comprehensive safety and security plan for large scale event?

A. crowd control  
 B. emergency preparedness  
 C. collaboration with authorities  
 D. hiring new event director  
 **Answer: D**

13. What is an example of leveraging technology to enhance event operations?

A. Installing manual ticketing booths  
 B. Using IoT for real-time monitoring  
 C. Avoiding social media promotion  
 D. Eliminating staff training programs  
 **Answer: B**

14. Which of the following is not an example of mid-event challenges?

A. seating disputes during an event  
 B. social media outburst after an event  
 C. delays caused by a power outage  
 D. injured fan during a game  
 **Answer: B**

15. What should be the priority when addressing attendee complaints?

A. Provide a prompt and effective resolution  
 B. Ignore the complaint to save time  
 C. Transfer responsibility to another department  
 D. Delay the response until after the event  
 **Answer: A**

16. How can partnerships with private organizations benefit facility management?

A. Increase ticket prices  
 B. Provide revenue for modernization projects  
 C. Eliminate maintenance needs  
 D. Reduce the number of events hosted  
 **Answer: B**

17. Why is safety and security crucial in facility management?

A. To improve the aesthetic appeal of the facility  
 B. To increase the number of visitors annually

C. To attract new stakeholders for investment purposes  
 D. To reduce liability risks and safeguard assets

**Answer: D**

18. What is a key characteristic of a strategic security plan for facilities?

A. It should prioritize cost-saving over safety measures  
 B. It should remain static once finalized  
 C. It should be adaptable and scalable to address evolving threats  
 D. It should exclude natural disaster scenarios to focus on more probable events

**Answer: C**

19.Why is it important to incorporate security design from the start of the planning phase?

A. To ensure security is discreet and unnoticed  
 B. To avoid costly redesigns or ineffective security solutions  
 C. To allow for flexibility in eliminating security measures later  
 D. To emphasize architectural design over operational safety

**Answer: B**

20. Which of the following is not a part of responsibilities for facility managers?

A. Maintenance and upkeep

B. scheduling and calendar management

C. Stakeholder communication

D. Marketing of events

**Answer: D**

—----

Second Set

1. Effective people management in sport facilities requires specialized training for managers.  
    A. True  
    B. False  
    **Answer: A**
2. How do facilities typically learn about damages that occur during events?  
    A. Reports from attendees  
    B. Notifications from staff  
    C. Inspections after the event  
    D. All of the above  
    **Answer: D**
3. What is considered the initial phase in planning an event?  
    A. Inspecting potential venues  
    B. Establishing objectives and goals  
    C. Drafting a setup timeline  
    D. Engaging service providers  
    **Answer: B**
4. Which of the following is typically excluded from a facility’s readiness checklist?  
    A. Restroom sanitation checks  
    B. Safety protocol verification  
    C. Feedback from previous events  
    D. Equipment installation  
    **Answer: C**
5. The main objective of preventative maintenance is to:  
    A. Lower operational disruptions and future expenses  
    B. Advance promotional tactics  
    C. Strengthen fan relations  
    D. Drive up event attendance  
    **Answer: A**
6. A frequent issue in coordinating parking during events is:  
    A. Deciding event times  
    B. Limited parking availability  
    C. Recruiting volunteers  
    D. Finding sponsors  
    **Answer: B**
7. Which innovation can streamline the ticketing process at events?  
    A. Maintenance tracking software  
    B. Smartphone applications  
    C. Energy-efficient lighting  
    D. Internet-connected appliances  
    **Answer: B**
8. What is an essential element of a comprehensive safety plan for major events?  
    A. Marketing strategies  
    B. Emergency protocols  
    C. Price charts for concessions  
    D. Sponsor agreement drafts  
    **Answer: B**
9. When unexpected issues arise mid-event, what is the priority response?  
    A. Notify attendees of changes  
    B. Begin post-event review early  
    C. Activate the emergency response system  
    D. Talk to contractors  
    **Answer: C**
10. Why is collecting attendee feedback during events beneficial?  
     A. Lowers staffing needs  
     B. Allows for on-the-spot improvements  
     C. Speeds up ticketing  
     D. Helps find more volunteers  
     **Answer: B**
11. What is the main reason for conducting a post-event review?  
     A. To secure more sponsors  
     B. To evaluate outcomes and make improvements  
     C. To generate social media buzz  
     D. To confirm future event schedules  
     **Answer: B**
12. Which practice would most likely hinder quality service at a sports event?  
     A. Warmly welcoming guests  
     B. Running smooth concession services  
     C. Teaching staff how to handle conflicts  
     D. Relying on old sound equipment  
     **Answer: D**

13. Which of the following is NOT a key element of a comprehensive safety and security plan for large scale event?

A. crowd control  
 B. emergency preparedness  
 C. collaboration with authorities  
 D. hiring new event director  
 **Answer: D**

1. What is an example of using modern technology to support event operations?  
    A. Paper-based ticket counters  
    B. Real-time monitoring with smart tech  
    C. Avoiding online promotions  
    D. Canceling training for workers  
    **Answer: B**
2. Which of the following is not a part of responsibilities for facility managers?

A. Maintenance and upkeep

B. scheduling and calendar management

C. Stakeholder communication

D. Marketing of events

**Answer: D**

16. What is the best way to respond to customer complaints during an event?  
 A. Disregard to save time  
 B. Quickly address and resolve issues  
 C. Shift responsibility to another team  
 D. Postpone resolution until after the event  
 **Answer: B**

1. How can collaborations with private companies support facility management?  
    A. Raise prices for attendees  
    B. Fund updates and renovations  
    C. Avoid future maintenance  
    D. Host fewer events overall  
    **Answer: B**
2. Why are safety protocols a critical part of managing sport facilities?  
    A. They enhance the venue’s appearance  
    B. They protect assets and reduce legal risk  
    C. They draw new investors  
    D. They boost yearly visitor numbers  
    **Answer: B**
3. What makes a facility security plan effective and forward-thinking?  
    A. Prioritizes cost savings above safety  
    B. Remains unchanged over time  
    C. Adjusts to new threats and scales as needed  
    D. Ignores low-probability risks like natural disasters  
    **Answer: C**

Why is it important to include security planning early in the facility design process?

A. To keep security features out of sight

B. To avoid future redesign costs and inefficiencies

C. To allow changes that remove safety features

D. To highlight architectural creativity over safety

**Answer: B**