

# Enterprise Skills Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## 1. Start with a Diagnostic Review

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## 2. Study in Short, Focused Sessions

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## 3. Learn from the Explanations

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## 4. Track Your Progress

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## 5. Simulate the Real Exam

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## 6. Repeat and Review

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## **Questions**

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- 1. What does a direct cost refer to in vehicle rental?**
  - A. Costs indirectly related to vehicle rental**
  - B. Costs associated with vehicle ownership**
  - C. Variable costs associated with marketing**
  - D. Generic operating expenses**
  
- 2. Which of the following is a rental benefit of joining the Enterprise Plus program?**
  - A. Free insurance coverage for all rentals**
  - B. Ability to avoid waiting times entirely**
  - C. A faster member line access at select airport locations**
  - D. Guaranteed lowest rates on rentals**
  
- 3. Which of the following is NOT a step to prevent a bad credit card transaction?**
  - A. Swipe the card**
  - B. Ensure the card is not expired**
  - C. Ensure name matches the rental agreement**
  - D. Call the customer for verification**
  
- 4. What does a higher Utilization percentage indicate?**
  - A. Poor fleet management**
  - B. More efficient use of the vehicle fleet**
  - C. Higher expenses per car**
  - D. Decreased rental income**
  
- 5. Cycle time reporting by insurance carriers helps body shops to:**
  - A. Ignore performance metrics**
  - B. Evaluate their performance against goals**
  - C. Eliminate all communication with insurance**
  - D. Reduce the number of rental cars provided**

**6. What should you do if a customer requests to call their insurance adjuster from the lobby?**

- A. Allow the customer to make the call**
- B. Contact the RMC or in-house representative for assistance**
- C. Advise the customer to wait until they leave**
- D. Provide them with a phone and privacy**

**7. What is the name of the preferred shop program associated with AAA insurance?**

- A. Good Hands Network**
- B. CARS**
- C. IRP**
- D. TLC**

**8. If a customer has locked their keys in the car, what is the first action you should take?**

- A. Assist with a slim jim if nearby**
- B. Tell them to wait for a locksmith**
- C. Charge them for a new key**
- D. Recommend they call a friend**

**9. Which document is crucial to creating a DX?**

- A. The initial reservation form**
- B. The police report from the incident**
- C. The accident report**
- D. The rental agreement**

**10. What is the appropriate action to "pend" a rental ticket?**

- A. Waiting for final clearance from management**
- B. Waiting for Direct Billing extension on an Insurance Ticket**
- C. Pending customer approval**
- D. Reviewing vehicle maintenance issues**

## **Answers**

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1. B
2. C
3. D
4. B
5. B
6. B
7. C
8. A
9. C
10. B

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## **Explanations**

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**1. What does a direct cost refer to in vehicle rental?**

- A. Costs indirectly related to vehicle rental**
- B. Costs associated with vehicle ownership**
- C. Variable costs associated with marketing**
- D. Generic operating expenses**

A direct cost in vehicle rental refers to expenses that can be attributed directly to the rental of the vehicle itself. This includes costs that are incurred specifically for the purpose of renting out vehicles, such as the purchase price of the vehicles, maintenance, fuel, insurance, and depreciation. These costs are essential to the operation of the rental business and fluctuate with the amount of vehicle rental activity. Choosing the option that pertains to costs associated with vehicle ownership correctly highlights the direct nature of those expenses that are fundamentally tied to the rental process. Unlike other options that reference indirect costs or broader operational expenses, this choice focuses specifically on the direct financial responsibilities related to owning and operating the vehicles made available for rental. These expenses are critical for understanding the primary cost structure in the vehicle rental industry, making this choice the most relevant and accurate for the context of direct costs.

**2. Which of the following is a rental benefit of joining the Enterprise Plus program?**

- A. Free insurance coverage for all rentals**
- B. Ability to avoid waiting times entirely**
- C. A faster member line access at select airport locations**
- D. Guaranteed lowest rates on rentals**

Joining the Enterprise Plus program offers several benefits, one of which is access to a faster member line at select airport locations. This advantage is particularly valuable for members who frequently rent cars, as it streamlines the rental process. By providing expedited service, members can save time and avoid long queues, allowing them to retrieve their rental vehicles more quickly. This benefit enhances the overall rental experience, especially in high-traffic areas where rental demand is high. While other options may represent attractive features in different contexts, they do not specifically align with the core benefits typically associated with membership in this loyalty program. For example, while some programs might offer free insurance or guaranteed lowest rates, those are not universally applicable or explicitly stated advantages of the Enterprise Plus program.

**3. Which of the following is NOT a step to prevent a bad credit card transaction?**

- A. Swipe the card**
- B. Ensure the card is not expired**
- C. Ensure name matches the rental agreement**
- D. Call the customer for verification**

The correct answer reflects that calling the customer for verification is not a standard step in preventing a bad credit card transaction. Typical procedures for validating a credit card involve actions that can be executed quickly and directly at the point of payment, such as swiping the card, checking for expiration, and ensuring that the name on the card matches associated records like a rental agreement. These steps are designed to utilize the directly available information and technology to minimize risk during the transaction process. In contrast, calling a customer for verification may not only be impractical due to time constraints but could also lead to delays that affect customer satisfaction. Furthermore, modern transaction systems often include built-in measures for fraud detection and verification, reducing the need for such manual outreach. Hence, while customer verification is important overall, it is not considered a fundamental step like the others, which are integral to the immediate transaction process.

**4. What does a higher Utilization percentage indicate?**

- A. Poor fleet management**
- B. More efficient use of the vehicle fleet**
- C. Higher expenses per car**
- D. Decreased rental income**

A higher utilization percentage indicates that the vehicle fleet is being used more efficiently, which means that a larger proportion of the fleet is actively generating revenue or is in use compared to the total number of vehicles available. High utilization reflects effective fleet management practices where vehicles are properly scheduled and utilized for rentals, thereby maximizing income potential. This increased efficiency helps to reduce idle time for vehicles and can lead to better overall profitability for the company, as more vehicles are being rented out and earning revenue. In contrast, low utilization might suggest issues such as overstaffing of vehicles that are not being rented frequently, leading to inefficiencies and higher costs for the company.

## 5. Cycle time reporting by insurance carriers helps body shops to:

- A. Ignore performance metrics**
- B. Evaluate their performance against goals**
- C. Eliminate all communication with insurance**
- D. Reduce the number of rental cars provided**

Cycle time reporting is a crucial tool for body shops as it allows them to measure the efficiency of their repair processes. By tracking the time it takes to complete repairs, body shops can evaluate their performance against predefined goals. This metric helps identify areas for improvement, streamline workflows, and ultimately optimize operational efficiencies. Using cycle time data, a body shop can compare its performance over time or against industry benchmarks, helping management make informed decisions to enhance productivity and customer satisfaction. It fosters a culture of accountability and continuous improvement, as body shops seek to meet or exceed their performance goals. In contrast, the other options do not align with the purpose or benefits of cycle time reporting. Ignoring performance metrics would not facilitate improvement; eliminating communication with insurance could hinder the repair process rather than enhance it; and reducing the number of rental cars provided is not directly linked to the cycle time of repairs but rather to other operational decisions. Thus, evaluating performance against goals is the clear advantage of cycle time reporting for body shops.

## 6. What should you do if a customer requests to call their insurance adjuster from the lobby?

- A. Allow the customer to make the call**
- B. Contact the RMC or in-house representative for assistance**
- C. Advise the customer to wait until they leave**
- D. Provide them with a phone and privacy**

In this situation, contacting the RMC (Regional Managed Care) or in-house representative for assistance is a prudent action. This allows you to ensure that the customer's needs are being handled correctly in a professional manner. The RMC or in-house representative usually has the necessary expertise or authority to manage such requests for insurance inquiries, ensuring that the customer's interaction remains compliant with company policies and procedures. Enabling the customer to make the call directly or providing a phone could risk breaching privacy or confidentiality standards that are often critical in these types of situations. General advisories to wait or making independent decisions without consulting a knowledgeable representative may not ensure that the situation is dealt with in the best possible way. Thus, involving the RMC or a qualified in-house representative helps maintain a balanced approach that addresses the customer's needs while adhering to protocol.

**7. What is the name of the preferred shop program associated with AAA insurance?**

- A. Good Hands Network**
- B. CARS**
- C. IRP**
- D. TLC**

The preferred shop program associated with AAA insurance is known as CARS, which stands for "Certified Auto Repair Services." This program is designed to ensure that AAA members receive high-quality auto repair services that meet specific standards of quality and customer service. Through CARS, AAA works with select repair shops that have been thoroughly vetted and certified, providing members with peace of mind knowing that they are utilizing trusted service providers. In contrast, the other options do not relate to AAA's preferred shop program. The Good Hands Network is associated with Allstate Insurance, while IRP (International Registration Plan) and TLC (Taxi and Limousine Commission) serve different regulatory and operational purposes outside of the realm of automotive repair services. Thus, understanding the role and benefits of the CARS program is essential for members looking to make informed decisions about their vehicle repair needs through AAA.

**8. If a customer has locked their keys in the car, what is the first action you should take?**

- A. Assist with a slim jim if nearby**
- B. Tell them to wait for a locksmith**
- C. Charge them for a new key**
- D. Recommend they call a friend**

When a customer has locked their keys in their car, the first action to consider involves assessing the situation and offering immediate help. Assisting with a slim jim, if available, represents a practical approach. A slim jim is a tool designed specifically for unlocking car doors without causing damage, which can be a quick solution to the problem at hand. This action demonstrates a willingness to help and directly addresses the customer's immediate needs without making them wait unnecessarily. Engaging in a hands-on method like using a slim jim allows for a direct impact on the situation, potentially resolving the issue efficiently. This is especially important in customer service settings where responsiveness and problem-solving are essential. By considering this approach, you not only provide assistance but also enhance customer satisfaction.

## 9. Which document is crucial to creating a DX?

- A. The initial reservation form
- B. The police report from the incident
- C. The accident report**
- D. The rental agreement

The accident report is essential in creating a DX (damage exchange) because it provides a formal record of the incident that led to the damage. This document typically includes critical details such as the date and location of the accident, descriptions of the vehicles involved, the circumstances surrounding the event, and statements from those who witnessed it. The information in the accident report aids in understanding the context of the damage, which is vital for insurance claims and any subsequent legal actions. Having a clear, structured account of what occurred enables the parties involved to determine liability and assess the extent of damage. It also facilitates discussions around compensation and repair processes. Without this documentation, it would be challenging to establish accountability and track the sequence of events, thereby hindering the resolution of the situation.

## 10. What is the appropriate action to "pend" a rental ticket?

- A. Waiting for final clearance from management
- B. Waiting for Direct Billing extension on an Insurance Ticket**
- C. Pending customer approval
- D. Reviewing vehicle maintenance issues

The appropriate action to "pend" a rental ticket revolves around the necessity of waiting for a Direct Billing extension on an Insurance Ticket. This process is crucial because it reflects the need to ensure that all necessary financial verifications are in place before finalizing the rental transaction. When a rental ticket is pending in this context, it signifies that specific conditions tied to insurance requirements have not been met or confirmed yet, making this step essential for compliance with the company's policies and procedures. This measure protects both the rental company and the customer, ensuring that the billing process is accurately executed once approvals are granted. The other actions, such as waiting for final clearance from management, customer approval, or reviewing vehicle maintenance issues, do not directly relate to the specific process of approving or finalizing the insurance billing procedures that are typically required to complete a rental ticket transaction. Each of these processes might be important in other contexts but does not specifically qualify as "pending" in relation to an insurance-driven billing scenario.

# Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://enterpriseskills.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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