

PGM LEVEL 2 FACILITY MANAGEMENT PRACTICE TEST (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

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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. Is an aeration hole made by maintenance considered ground under repair?**
 - A. True
 - B. False
 - C. Only if marked
 - D. Depends on the size

- 2. Which statement is true regarding better cash flow in a fleet rotation program?**
 - A. It is a primary benefit of the program
 - B. It does not correlate with the rotation
 - C. It results from increased rentals
 - D. It depends on weather conditions

- 3. True or False: As customer requirements are met, they become customer expectations.**
 - A. True
 - B. False
 - C. Sometimes
 - D. Depends on the industry

- 4. What are effective ways to connect with professionals in the golf industry?**
 - A. Only through formal education
 - B. Shadowing, mentors, networking, informational interviews
 - C. Attending only major industry conferences
 - D. Online forums and social media

- 5. What happens when a ball lands in a movable obstruction during play?**
 - A. The player must play it as it lies
 - B. The obstruction must be removed prior to playing the ball
 - C. The player is granted a free drop
 - D. It counts as a lost ball

- 6. What is the rule when a player's ball might interfere with the stroke of another player?**
- A. The ball must be played as it lies
 - B. The interfering player must alter their shot
 - C. The player may request the ball be lifted
 - D. The game must pause until the ball is moved
- 7. What areas are considered the general area during the play of the 18th hole?**
- A. All areas except tee, green, bunkers, penalty areas
 - B. All areas including bunkers and penalty areas
 - C. Only the fairways
 - D. Only the tee and green
- 8. What is the purpose of developing a personal vision statement?**
- A. To inspire creativity in professional life
 - B. To provide direction to a career
 - C. To enhance networking skills
 - D. To measure workplace performance
- 9. How does high turnover rate affect floor space allocation?**
- A. It necessitates smaller space for such items.
 - B. It allows for more decorative displays.
 - C. It requires a larger space allocation.
 - D. It does not impact space allocation.
- 10. In stroke play, if a player picks up without holing out on the 9th green and then tees off on the 10th hole, what is the ruling?**
- A. Disqualification
 - B. Loss of hole in match play
 - C. General penalty of two strokes
 - D. No penalty

Answers

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

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Explanations

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1. Is an aeration hole made by maintenance considered ground under repair?

- A. True
- B. False**
- C. Only if marked
- D. Depends on the size

The concept of "ground under repair" refers to areas of a golf course or any managed grounds that are marked and designated as not playable, either due to maintenance tasks or damage that requires recovery. An aeration hole is a maintenance practice where holes are created in the turf to help alleviate compaction, allow for air and water penetration, and improve overall turf health. In this context, since aeration holes are typically a temporary condition created specifically for the benefit of the turf rather than indicative of damage or an area needing significant repair, they do not fall under the "ground under repair" classification. This is because aeration is a regular maintenance practice intended to enhance the quality of the ground over time, rather than an area that is out of play due to being unfit for use. Thus, the correct understanding is that aeration holes, being part of standard turf management and not marked or designated areas of repair, do not constitute ground under repair. This aligns with the answer choice indicating that the statement is false.

2. Which statement is true regarding better cash flow in a fleet rotation program?

- A. It is a primary benefit of the program
- B. It does not correlate with the rotation**
- C. It results from increased rentals
- D. It depends on weather conditions

The option that accurately reflects the relationship between fleet rotation programs and cash flow is that better cash flow is a primary benefit of such programs. When implemented effectively, fleet rotation helps maintain the value of fleet assets by ensuring that vehicles are replaced systematically and efficiently, thus optimizing usage and minimizing repair costs. This controlled turnover results in a more reliable and maintainable fleet, which in turn can enhance revenue through better service availability. In contrast, stating that cash flow does not correlate with the rotation overlooks the fundamental purpose of a fleet rotation program. One of the key objectives is indeed to improve financial performance by strategically managing fleet vehicles, thus achieving better cash flow over time. The other options focus on factors like increased rentals or external conditions like weather, which are not central to the inherent design and benefits of a fleet rotation program.

3. True or False: As customer requirements are met, they become customer expectations.

- A. True
- B. False**
- C. Sometimes
- D. Depends on the industry

The statement that as customer requirements are met, they become customer expectations is true. When customers have specific needs or requirements, and these are fulfilled by a service or product, their perception shifts. Initially, they might see these fulfilled needs as merely meeting a requirement; however, successful fulfillment creates a new standard. This new standard forms the basis of their expectations for future interactions. When a customer's needs are continuously met over time, they begin to expect the same level of service or quality consistently. A change in their expectations occurs because customers often adjust their perceptions based on their experiences. As their needs are satisfied, they anticipate that these standards will be maintained, reflecting a natural progression from requirement to expectation. Therefore, adopting the idea that meeting requirements leads to expectations is essential in understanding customer service dynamics and ensuring long-term customer satisfaction.

4. What are effective ways to connect with professionals in the golf industry?

- A. Only through formal education
- B. Shadowing, mentors, networking, informational interviews**
- C. Attending only major industry conferences
- D. Online forums and social media

Connecting with professionals in the golf industry requires a multifaceted approach to build relationships, gain insights, and establish a network. Opting for shadowing, mentorship, networking, and informational interviews allows individuals to have direct, practical experiences and guidance from established professionals. Shadowing provides firsthand observation of daily operations and practices within the industry, which can be invaluable for understanding the nuances of the field. Working with a mentor offers personalized guidance and encourages professional development through knowledge sharing. Networking creates opportunities for connections with a range of individuals, making it possible to build relationships that can lead to job opportunities or collaborations. Informational interviews further expand this by allowing individuals to learn about different roles, career pathways, and industry trends directly from experienced professionals. This combination effectively fosters a strong foundation for establishing oneself in the golf industry. While formal education, industry conferences, and online platforms have value, they are often less comprehensive in building genuine interpersonal connections. Relying solely on formal education may limit the practical experience needed in a hands-on industry like golf. Focusing exclusively on major industry conferences might overlook smaller, equally important networking opportunities that can occur in local or niche settings. Online forums and social media can certainly facilitate some connections, but they often lack the depth that comes from face

5. What happens when a ball lands in a movable obstruction during play?

- A. The player must play it as it lies
- B. The obstruction must be removed prior to playing the ball
- C. The player is granted a free drop**
- D. It counts as a lost ball

When a ball lands in a movable obstruction during play, the player is granted a free drop. This is consistent with the rules of golf, which state that if a player's ball lies in a movable obstruction, such as a rake or a bag, the player is allowed to remove the obstruction and drop the ball without penalty. This ensures that players can maintain a fair opportunity to play the ball without interference from items that are not fixed to the course and can be easily moved. This rule provides a refreshing approach to ensure that gameplay is not hindered by obstacles that can be relocated. In contrast, having to play the ball as it lies or counting it as a lost ball would impose unnecessary difficulties for the player, as it would hinder their ability to effectively continue the game. Removal of the obstruction prior to playing the ball can be misleading, as it implies a requirement that isn't necessary when granted the free drop.

6. What is the rule when a player's ball might interfere with the stroke of another player?

- A. The ball must be played as it lies
- B. The interfering player must alter their shot
- C. The player may request the ball be lifted**
- D. The game must pause until the ball is moved

When a player's ball might interfere with the stroke of another player, the correct course of action is to allow the affected player to request that the ball be lifted. This rule is in place to ensure the game can proceed fairly and without obstruction. By lifting the interfering ball, both players can continue their game without complications arising from one ball potentially hindering the other's ability to take their shot effectively. Other options present different actions that could lead to confusion or unfair play. Playing the ball as it lies might create an awkward situation where the stroke is compromised. If the interfering player were to alter their shot, it could inadvertently impact their game strategy. Pausing the game until the ball is moved would disrupt the flow of play and could lead to unnecessary delays. Therefore, the best practice is to lift the interfering ball upon request, maintaining fairness and the pace of the game.

7. What areas are considered the general area during the play of the 18th hole?

- A. All areas except tee, green, bunkers, penalty areas**
- B. All areas including bunkers and penalty areas
- C. Only the fairways
- D. Only the tee and green

The definition of the general area on a golf course is essential for understanding the rules and play associated with a given hole, specifically the 18th in this context. The general area encompasses most of the course and is critical for determining how to proceed with play under various circumstances. When it comes to the specific areas mentioned, the general area includes all parts of the course except for the teeing area, putting green, bunkers, and penalty areas. This means that players can encounter various types of terrain within the general area, such as fairways, rough, and other non-designated zones, but not those specifically outlined as exceptions. This understanding is vital for a golfer's strategy and approach during play, especially concerning where specific rules apply. In contrast, the other options suggest either limiting the general area too much by only including specific regions or erroneously including areas that are explicitly classified as separate from the general area according to the rules of golf. Hence, identifying the general area as all areas outside of the tee, green, bunkers, and penalty areas accurately reflects the structure of a golf course and the rules governing play, making it the correct choice.

8. What is the purpose of developing a personal vision statement?

- A. To inspire creativity in professional life
- B. To provide direction to a career**
- C. To enhance networking skills
- D. To measure workplace performance

A personal vision statement serves primarily to provide direction to a career by helping individuals clarify their goals and aspirations. By articulating what they envision for their future, individuals can align their actions and decisions with their long-term objectives. This clarity allows for a more focused approach to career development, guiding strategic choices and fostering a sense of purpose. The personal vision statement acts as a north star, helping to evaluate opportunities and challenges in relation to one's desired outcomes. This ensures that efforts are not just reactive but are instead intentional and aligned with one's overall career aspirations. In a rapidly changing professional landscape, having a clearly defined vision can be especially valuable in maintaining motivation and making informed decisions about career advancement. While inspiring creativity, enhancing networking skills, and measuring performance can be beneficial outcomes in one's professional life, they are more indirect results of having a clear vision. The primary function of a personal vision statement is to create a roadmap for the individual's career journey.

9. How does high turnover rate affect floor space allocation?

- A. It necessitates smaller space for such items.
- B. It allows for more decorative displays.
- C. It requires a larger space allocation.**
- D. It does not impact space allocation.

A high turnover rate typically indicates a rapidly changing environment, such as frequent changes in personnel or inventory. When dealing with spaces that experience high turnover, there is often a need to accommodate fluctuations in demand, storage, and operational efficiency. The requirement for a larger space allocation arises because spaces need to be flexible and versatile to accommodate new staff, changes in seating arrangements, additional training areas, or increased inventory. A larger space can help facilitate these adaptations without disrupting operations. It allows for more effective organization, provides room for growth, and ensures that facilities can handle the continuous influx of new employees or products without becoming overcrowded or disorganized. In contrast, other options could imply a static environment where turnover does not significantly impact operations, which does not reflect the dynamic needs of spaces with high turnover rates. Smaller space allocations or decorative displays may not effectively support the operational requirements and adaptability needed in such contexts. Therefore, a larger space allocation is essential to meet the demands of high turnover.

10. In stroke play, if a player picks up without holing out on the 9th green and then tees off on the 10th hole, what is the ruling?

- A. Disqualification**
- B. Loss of hole in match play
- C. General penalty of two strokes
- D. No penalty

In stroke play, the rules are strict regarding the completion of holes. A player is required to hole out on every hole before moving on to the next. If a player picks up their ball without holing out, they have not completed that hole, which violates the rules of play in stroke play. Once a player tees off on the next hole without finishing the previous one, they cannot come back to complete the hole later; thus, the action of teeing off signals the end of their play for that hole. This results in disqualification because the player has not completed their round in accordance with the rules. Disqualification ensures that all players adhere to the established regulations, maintaining fairness and integrity in the game.

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.

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

<https://pgmlvl2pacitymgmt.examzify.com>

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

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