Managing Sport Facilities 4th edition Fried Test Bank

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1. Which of the following is *not* a function or discipline of facility management?

a. capital management

b. space planning

c. project management

d. facility marketing

*e. all of these

2. How many new facilities does an average facility manager build during his or her career?

a. none

*b. one

c. two

d. at least three

e. none of the above

3. Most of a facility manager's job is spent doing which of the following?

a. budgeting

b. forecasting

*c. managing people

d. managing maintenance

e. managing space

4. Which of the following are *not* considered customers of a fitness facility?

a. paying customers

b. visiting potential customers

c. children of customers

*d. personal trainers

e. all of these

5. The key components of the management function are

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*a. planning, organizing, implementing, and controlling

b. planning, coordinating, controlling, and managing

c. planning, goal setting, implementing, and controlling

d. planning, assigning, implementing, and evaluating

e. goal setting, creating a mission statement, implementing, and controlling

6. Which of the following can influence long-term planning?

a. political trends

b. geographical trends

c. economic trends

d. none of the above

*e. all of the above

7. What key trait(s) do employees look for in a true manager?

a. happiness

b. trust

c. understanding

*d. all of the above

8. Which of the following is the major stakeholder group?

a. internal constituents

b. external constituents

c. users of any evaluation reports or studies

*d. all of the above

9. What percentage of customer service problems are linked to managerial issues?

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a. 80%

b. 85%

*c. 90%

d. 95%

10. Wrigley Field has all of the following elements-built initially or modified over the years as part of the long-term planning process-except what?

a. lights

b. a hand-operated scoreboard

c. part of the upper deck wrapped in netting

*d. a metal roof

11. Facility managers deal with the same issues regardless of facility size.

a. True
*b. False

12. Facility management entails the art of coordinating the physical workplace with the people and entities that will use the workplace.

*a. True
b. False

13. Once someone is promoted to facility manager, the job becomes easier because the person has subordinates who can help them. Therefore, they do not need to spend as many hours at the facility.

a. True
*b. False

14. Facility managers at both large and small facilities have the same job responsibilities.

a. True
*b. False

15. Workplace planning and design entails procuring and managing the furniture and equipment for such areas as concessions, locker rooms, and the press box.

*a. True
b. False

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16. Constituent analysis helps define whom the manager must interact with to positively affect the facility's long-term success.

*a. True
b. False

17. Government officials can be customers, internal constituents, and external constituents.

*a. True
b. False

18. Facility management is an art, not a science. There is no correct way to manage a building.

a. True
*b. False

19. Planning can be summarized as deciding in advance what to do, when to do it, and how to do it.

*a. True
b. False

20. Planning can eliminate all workplace disputes because all staff members know what they are responsible for doing.

a. True
*b. False

21. Strategic plans are the most detailed plans.

a. True
*b. False

22. Midlevel managers are responsible for developing and implementing strategic goals.

a. True
*b. False

23. Short-term plans are focused on events that can be accomplished within six months.

a. True
*b. False

24. Organizing refers to a blend of human resource management and leadership.

*a. True
b. False

25. Controlling involves evaluating the performance of workers and providing appropriate feedback, whether positive or negative.

*a. True
b. False

26. Management is the art of getting things done through using people and equipment.

*a. True
b. False

27. It is much cheaper for a building owner to find a new tenant than to keep the same tenant.

a. True
*b. False

28. The stakeholders in the University of Connecticut's new fitness center did not have differentiated needs and supported the bond process to fund the project.

a. True
*b. False

29. MetLife Stadium is the only NFL stadium with two tenants. More planning is required during the building stage and for each event when tenants share a facility.

*a. True
b. False

30. What are two of the key issues that affect a facility manager's role?

Correct Answer:
facility size and available workforce

31. List four of the nine future facility manager competencies highlighted by the International Facility Management Association.

Correct Answer:
operations and management, facility function, real estate, finance, human and environmental factors, quality assessment and innovation, planning and project management, communication, and technology

32. List three of the eight future skills that will be needed by facility managers.

Correct Answer:
linking facility management to strategy, emergency preparedness, change management, sustainability, emerging technology, globalization, aging buildings, and broadening diversity in the workforce

33. What is the primary purpose of a facility manager?

Correct Answer:
ensuring the safety of all employees and guests

34. List at least three of the most important skills a manager needs to master.

Correct Answer:
infuse everyone in the organization with pride, delegate to others, understand what the fans want, communicate with a sense of purpose, and track and measure success

35. What is the primary cause of poor performance in a facility?

Correct Answer:
poor planning

36. What does a goal need in order to be effective?

Correct Answer:
It needs to be measurable.

37. What does management by objectives (MBO) refer to as a managerial function?

Correct Answer:
The MBO theory focuses on managers' developing realistic, achievable, and motivating objectives with employee input. this process is designed to turn facility goals and objectives into group and individual goals and objectives. thus, objectives should not be developed in a vacuum and are more effective when there is institutional buy-in.

38. How do organizational charts in today's economic environment differ from those in the past?

Correct Answer:

With the decline in the number of middle managers, there is a new focus on flatter organizational charts; as a result, a manager might supervise more workers than managers in the past did.

39. What is involved in implementing a managerial plan?

Correct Answer:
Implementing refers to executing goals and objectives with the appropriate personnel.