

M-202: Association Communications

Sample Exam Questions

1. All of the following are benefits of emphasizing a service perspective EXCEPT:
 - a. Owners needs are met and the community runs more smoothly
 - b. Property values may likely decline
 - c. Management may see fewer complaints and have greater job satisfaction
 - d. Less time addressing old issues

2. The process of identifying and responding to owner/tenant needs include:
 - a. Telling the owner/tenant what the board policies are about various services
 - b. Striking up a conversation with the owner/tenant at the local watering hole after hours
 - c. Listening for the owner/tenant service need, and asking sufficient number of clarifying questions
 - d. Advising all owners and tenants that staff and the Board have a plan and will get to them

3. In order to effectively use the problem solving method, one needs to:
 - a. Fix the problem, no matter the budget or policy
 - b. Get the Board involved every step of the way
 - c. Identify the problem, consider alternatives and formulate a solution
 - d. Eliminate friction and give in as a manager every time

4. A rule violation letter:
 - a. Gets people very upset and therefore should not be written
 - b. Should be strong and forceful so they recipient knows the association means business
 - c. Is the only proper way to communicate with residents
 - d. Should use the term alleged until it is been proven the party is at fault

5. In a news release:
 - a. Associations should only use them when there is a crisis of magnitude proportions
 - b. Is best handled by an association's public relations firm since managers and boards are busy doing other things
 - c. The most important details go in the first few sentences o the first paragraph
 - d. The community manager should work to get their name in it