PGM LEVEL 2 FACILITY MANAGEMENT PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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.

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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!

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Questions

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1. According to fleet management guidelines, where should driving restrictions for golf cars be documented?

A. Marketing materials

B. Operating rules

C. Employee manuals

D. User agreements

2. 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

3. According to merchandising and inventory management, should every sign in a shop be placed in a sign holder?

A. True

B. False

C. Only for seasonal items

D. Depends on the type of merchandise

4. When is a player allowed to take a drop from ground under repair?

A. At any time during the match

B. Only if the ball is lying on the repaired ground

C. When the player deems it necessary

D. When the ground is marked as such

5. Can loose impediments lying out of bounds be removed without penalty?

A. True

B. False

C. Only if on the course

D. Only if marked as out of bounds

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6. Generally, are private golf cars covered through private homeowners insurance plans?

A. Yes

B. No

C. It depends on the policy

D. Only if they are used for business purposes

7. What floor layout characteristic is essential for a sales-oriented planogram?

A. Direct access to the POS area from high-value items

B. A centralized checkout location

C. Isolated departments

D. Confined customer movement

8. 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

9. What should an aspiring golf professional do to learn about the culture of a golf facility?

A. Attend a local tournament

B. Shadow someone at the facility

C. Read industry publications

D. Participate in online discussions

10. In match play, if a player wins the first three holes but then finds 15 clubs in their bag, what is the status of the match at the 4th tee?

A. Player is now two down

B. Player is now one up

C. Player is disqualified

D. No change in the match

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Answers

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

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Explanations

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1. According to fleet management guidelines, where should driving restrictions for golf cars be documented?

A. Marketing materials

B. Operating rules

C. Employee manuals

D. User agreements

Documenting driving restrictions for golf cars in the operating rules is essential because these rules provide a clear framework for safe and appropriate usage within the facility. Operating rules are specifically designed to govern the day-to-day functions and safety protocols related to equipment like golf cars. This documentation ensures that all users are aware of the restrictions and responsibilities associated with driving these vehicles, which helps prevent accidents and misuse. By placing this information in the operating rules, it becomes accessible and enforceable for all users of the golf cars, allowing for consistency in adherence to safety measures. This also provides a point of reference for training staff and addressing any violations that may occur, as these rules are typically recognized as the standard for operation within the facility. Other options, while possibly relevant to aspects of operation, do not provide the focused and formalized guidance that operating rules do.

2. 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 interferencing 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.

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3. According to merchandising and inventory management, should every sign in a shop be placed in a sign holder?

A. True

B. False

C. Only for seasonal items

D. Depends on the type of merchandise

In the context of merchandising and inventory management, placing every sign in a shop within a sign holder can be considered crucial for several reasons. Sign holders provide a neat and organized way to present information about products, promotions, and prices. This enhances the visual appeal of the retail space, making it easier for customers to locate items and understand their pricing and features. It also helps maintain a professional and consistent look throughout the store, which can contribute to a positive shopping experience. Moreover, sign holders protect signs from damage, dirt, and wear, ensuring that the information remains legible and attractive to customers. When signs are properly displayed, they can effectively communicate key messages that can drive purchasing decisions, ultimately supporting the store's merchandising strategy. While the importance of sign placement can vary based on specific merchandising strategies or the nature of particular items, adopting a standardized approach to utilizing sign holders for all signs helps streamline operations and reinforces brand guidelines.

4. When is a player allowed to take a drop from ground under repair?

A. At any time during the match

B. Only if the ball is lying on the repaired ground

C. When the player deems it necessary

D. When the ground is marked as such

The correct answer is that a player is allowed to take a drop from ground under repair when the ground is marked as such. This marking serves as a clear indication to players that the area is undergoing maintenance and is not suitable for play. The rules of golf stipulate that when an area is marked as "ground under repair," it is recognized officially, allowing players to take appropriate actions to avoid playing from or obstructed by these areas. This regulation helps maintain the integrity of the game, ensuring that players are not penalized for conditions that are beyond their control, such as poor course conditions due to repair work. Players need to be respectful of the guidelines and marked areas to ensure fair play for everyone involved. The marking serves as a communication tool for all players, indicating where they are permitted to take a drop without penalty, promoting fairness and clarity in the game.

5. Can loose impediments lying out of bounds be removed without penalty?

A. True

B. False

C. Only if on the course

D. Only if marked as out of bounds

Loose impediments, such as leaves, twigs, or debris, lying out of bounds can indeed be removed without penalty. This is in line with the established rules of golf, which allow players to clear the area around their ball to ensure a clearer play, even if the impediments are outside the designated playing area. Since out-of-bounds areas are generally not part of the course intended for play and thus have no impact on the player's game, there is no penalty involved in removing any loose items that might obstruct the player's view or swing. The other choices provide incorrect contexts. Golf rules specifically state that playing from out of bounds is not permitted, and any interference from loose impediments in these areas does not create an advantage or disadvantage since it is outside the area intended for play. Hence, players are allowed to maintain the course's etiquette by removing such impediments at their discretion without any penalties.

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6. Generally, are private golf cars covered through private homeowners insurance plans?

A. Yes

B. No

C. It depends on the policy

D. Only if they are used for business purposes

Private golf carts are commonly covered under homeowners insurance policies, but this coverage can vary based on specific terms outlined in the policy. Generally, most homeowners insurance plans will provide liability coverage for golf carts that are used for recreational purposes, such as driving within a gated community or on golf course property. The coverage typically protects the owner against claims if an accident occurs that results in injury or property damage. However, it is important to note that if the golf cart is used for business purposes, or if the homeowner has a specific policy exclusion regarding golf carts, then the standard coverage may not apply. This is why the coverage might not be universal for all homeowners' insurance policies, and further verification with the specific policy terms is advisable. While it may seem that private golf carts are broadly protected, policyholders should review their individual policies or consult their insurance provider to understand the extent of coverage, any limitations, and applicable conditions.

7. What floor layout characteristic is essential for a sales-oriented planogram?

A. Direct access to the POS area from high-value items

B. A centralized checkout location

C. Isolated departments

D. Confined customer movement

A sales-oriented planogram is designed to optimize the visibility and accessibility of high-value items, thereby encouraging customer purchases. Direct access to the point of sale (POS) area from these high-value items is crucial because it reduces the friction in the customer journey from considering a purchase to completing the transaction. This layout strategy capitalizes on impulse buying tendencies, as customers are more likely to make a purchase if they can easily access desirable products and quickly move to the checkout. Enhancing the accessibility of high-value items effectively drives sales, as customers are less likely to abandon their purchases if they do not have to navigate through complicated pathways or encounter obstacles before reaching the POS. This layout encourages a fluid flow throughout the space, making it easier for customers to engage with products and finalize their buying decisions. Other layout characteristics, while potentially useful in different contexts, do not specifically address the immediate sales-enhancing benefits provided by direct access to the POS from high-value items. For instance, a centralized checkout location doesn't emphasize the direct movement or psychological encouragement towards high-value items in the same way.

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8. 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.

9. What should an aspiring golf professional do to learn about the culture of a golf facility?

A. Attend a local tournament

B. Shadow someone at the facility

C. Read industry publications

D. Participate in online discussions

Shadowing someone at the facility provides an aspiring golf professional with a unique and immersive experience that is difficult to achieve through other methods. By observing a seasoned professional or staff member, the individual can gain insights into the daily operations, staff interactions, and overall atmosphere of the facility. This hands-on approach allows for a deeper understanding of workplace dynamics, customer service expectations, and the nuances of the facility's culture that might not be evident through readings or discussions. Attending a local tournament, while beneficial for networking and experiencing the sporting aspect of golf, may not offer a comprehensive view of the specific facility's culture. Reading industry publications can provide valuable knowledge about trends and practices in the golf world, but it lacks the personal interaction and real-world application that shadowing provides. Participating in online discussions may foster communication and exchange of ideas, but it doesn't substitute for the direct observational experience of working alongside facility staff and understanding their unique practices and community culture. Shadowing stands out as the most effective way to learn about the specific culture of a golf facility.

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10. In match play, if a player wins the first three holes but then finds 15 clubs in their bag, what is the status of the match at the 4th tee?

A. Player is now two down

B. Player is now one up

C. Player is disqualified

D. No change in the match

In match play, the rules are designed to maintain fairness throughout the competition. If a player begins the round with 14 clubs, and during play, discovers they have 15 clubs—a violation of the rules—the penalty applies immediately. Specifically, when a player is found to have more than the permitted number of clubs, they are disqualified from that hole or the match depending on when the infraction is discovered. However, because the player had already won the first three holes before discovering the violation, the match status doesn't reset to a disadvantage until that moment is acknowledged. At the 4th tee, since the player was leading the match by winning the first three holes, they were one up. The rules of match play indicate that the match goes on, but the player's infraction will affect their ability to continue effectively. Nevertheless, until that point officially impacts the match's standing, the player remains one up based on prior victories at the first three holes. Thus, the match status at the 4th tee reflects that the player is still ahead, which is why the answer is that they are one up.

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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://pgmlvl2pacilitymgmt.examzify.com

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

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