THE CONFERENCE NATIONAL BOARD (NBE) – MANAGEMENT AND MERCHANDISING & CASKET PARTS PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 15

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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. Any pricing method would be based on:

A. Cost

B. All of these

C. Market demand

D. Customer preferences

2. Which level of the funeral home is recommended for the selection room to optimize accessibility and reinforce the importance of the casket?

A. Basement

B. Attic

C. Rooftop

D. Main Level

3. In pricing strategy, what is a 'margin' and how is it used?

A. Margin is the difference between cost and tax.

B. Margin is the difference between selling price and cost; used to measure profitability and set pricing targets.

C. Margin is the amount of discount offered.

D. Margin is the number of items in stock.

4. Which term describes safety stock?

A. Lead time

B. Open-to-buy

C. Safety stock

D. Economic order quantity

5. The process of applying a zinc coating to ferrous metal is called

A. Zinc plating

B. Galvanizing

C. Anodizing

D. Tin plating

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6. The body of the casket includes the

A. Base molding

B. Casket bedding

C. Gasket channel

D. Corner cap

7. When interior material is tightly stretched across the panel of the casket, this finish is described as what?

A. Tightened

B. Lined

C. Padded

D. Tailored

8. What is break-even point in a funeral home context?

A. The level of sales where revenue exceeds costs resulting in profit

B. The sales level at which total revenue equals total costs, resulting in zero net income

C. The level of production where waste equals revenue

D. The level of sales where revenue exceeds costs resulting in profit

9. The knowledge, skills, and abilities needed for a job are described by what term?

A. Job Description

B. Job Analysis

C. Work Instruction

D. Job Specification

10. A metal or concrete enclosure designed to protect the casket is called a/n:

A. Mausoleum

B. Case

C. Vault

D. Crate

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Answers

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

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Explanations

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1. Any pricing method would be based on:

A. Cost

B. All of these

C. Market demand

D. Customer preferences

Pricing decisions rely on multiple inputs working together. You need to cover costs and secure a healthy margin, so cost becomes the baseline. At the same time, you can't ignore market demand—knowing how much families are willing to pay and how price changes affect sales helps set a realistic price level. Additionally, customer preferences shape perceived value; if families value certain features, service levels, or customization, they're willing to pay more or expect a different price. Because effective pricing usually blends cost considerations, demand signals, and the value customers place on offerings, a pricing method is based on all of these factors. In practice, you might lean on one factor more (for example, cost-based vs. value-based pricing), but the best approach integrates cost, demand, and customer value, which is why "All of these" is the most appropriate choice.

2. Which level of the funeral home is recommended for the selection room to optimize accessibility and reinforce the importance of the casket?

A. Basement

B. Attic

C. Rooftop

D. Main Level

Focusing the selection room on the main level centers on easy access for all families and the casket's prominence in the service planning. When families arrive, being able to reach the display without stairs or elevators reduces stress and fatigue, which helps them move through decisions more comfortably. A main-floor location also typically offers better lighting, climate control, and safety, creating a welcoming, stable environment for conversations and selections. Displaying the casket on the ground floor reinforces its role as the central product families will consider, making it feel accessible, important, and easy to compare. In contrast, placing the selection room in a basement, attic, or rooftop introduces barriers—stairs, potential moisture or temperature issues, safety concerns, and poorer visibility—that detract from the experience and from the casket's central emphasis.

3. In pricing strategy, what is a 'margin' and how is it used?

A. Margin is the difference between cost and tax.

B. Margin is the difference between selling price and cost; used to measure profitability and set pricing targets.

C. Margin is the amount of discount offered.

D. Margin is the number of items in stock.

Margin is the difference between what you charge customers (selling price) and what it costs to obtain or produce the item (cost). That gap measures how much profit you make on each sale and serves as a direct gauge of profitability. Because you want to meet a certain profit level, you use margin to set pricing targets: decide the desired margin and set the price to achieve it. Margin can be shown as a dollar amount or as a percentage of selling price (and sometimes as markup on cost). For example, selling price $2,000 with a cost of $1,400 yields a $600 margin, which is 30% of the selling price. This concept helps compare products and determine pricing strategies to reach financial goals.

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4. Which term describes safety stock?

A. Lead time

B. Open-to-buy

C. Safety stock

D. Economic order quantity

Holding extra inventory to guard against variability in demand or supply is the idea behind safety stock. It serves as a buffer so you don't run out if demand spikes or deliveries are late, helping maintain service levels even when things don't go exactly to plan. The other terms relate to different aspects of inventory management but aren't the buffer itself: lead time is the time you wait for a replenishment, open-to-buy is a budgeting tool for planned purchases, and economic order quantity is the calculated optimal order size to minimize costs. Safety stock is the extra inventory kept specifically to cushion against uncertainty.

5. The process of applying a zinc coating to ferrous metal is called

A. Zinc plating

B. Galvanizing

C. Anodizing

D. Tin plating

Galvanizing is the process of applying zinc to iron or steel to protect it from corrosion. This is usually done by hot-dip methods where the ferrous metal is dipped into molten zinc, creating a thick, durable coating that bonds metallurgically to the surface. Zinc protects the underlying metal two ways: it acts as a barrier to moisture and air, and it sacrificially corrodes in preference to the iron, so even if the coating is scratched, the exposed iron is still protected by the surrounding zinc. Zinc plating, by contrast, is an electroplating process that deposits a much thinner zinc layer for lighter protection or decorative purposes, not the heavy-duty outdoor protection galvanizing provides. Anodizing creates an oxide layer on aluminum (not ferrous metals), enhancing hardness and corrosion resistance. Tin plating coats with tin for different applications, such as tins and food cans, and is not the zinc coating used for ferrous metals.

6. The body of the casket includes the

A. Base molding

B. Casket bedding

C. Gasket channel

D. Corner cap

The body of the casket is the main exterior portion, including the bottom edge where the body meets the base. Base molding is the decorative strip that runs along that lower edge, finishing the outside of the body and concealing the seam with the base. The casket bedding is the interior lining placed inside the body and lid, not part of the outer shell. The gasket channel is a groove related to sealing the lid, typically near the rim, and the corner cap is a decorative piece on the cap, not the body. So base molding is the element that belongs to the body.

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7. When interior material is tightly stretched across the panel of the casket, this finish is described as what?

A. Tightened

B. Lined

C. Padded

D. Tailored

When fabric is pulled tight and fitted cleanly over the panel, the look is described as a tailored finish. This term conveys a neat, precise surface where the material is stretched taut and secured to create clean edges and a smooth, formal appearance, much like tailored clothing. Padded would imply added cushioning and a softer, cushioned surface; lined refers to fabric forming a basic lining without the emphasis on a tight fit; tightened describes the action of pulling the fabric taut but isn't the standard finish name.

8. What is break-even point in a funeral home context?

A. The level of sales where revenue exceeds costs resulting in profit

B. The sales level at which total revenue equals total costs, resulting in zero net income

C. The level of production where waste equals revenue

D. The level of sales where revenue exceeds costs resulting in profit

Break-even point is the level of sales where all costs are covered and there's no profit or loss. In a funeral home, you have fixed costs (things that don't change with each service, like the building and salaries) and variable costs (things that rise with each service, like caskets and transportation). Revenue from funeral services and related merchandise must equal the total of fixed plus variable costs. When revenue just covers those costs, net income is zero; any sales beyond that point start generating profit. This is why the description "the sales level at which total revenue equals total costs, resulting in zero net income" is the correct choice. If you think about it, the other ideas describe making a profit or involve unrelated concepts like waste, which aren't what break-even means. A quick way to see it is: Break-even in units = fixed costs / (price − variable cost per unit). Break-even in dollars = fixed costs / contribution margin ratio. For example, with fixed costs of 200,000 and each service contributing 500 after variable costs, break-even occurs after 400 services.

9. The knowledge, skills, and abilities needed for a job are described by what term?

A. Job Description

B. Job Analysis

C. Work Instruction

D. Job Specification

Understanding what a job requires in terms of qualifications and attributes centers on the job specification. This term specifically describes the knowledge, skills, abilities, and other characteristics a person must have to perform the role successfully, including education, experience, certifications, and physical or other requirements. A job description, in contrast, details the duties and responsibilities of the position; job analysis is the process used to gather information about the job. While a job analysis can produce both a description and a specification, the element that directly names the knowledge, skills, and abilities needed is the job specification.

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10. A metal or concrete enclosure designed to protect the casket is called a/n:

A. Mausoleum

B. Case

C. Vault

D. Crate

The term describes a sturdy outer burial container made of metal or concrete that protects the casket from the elements and from heavy soil or handling during burial. In funeral service, a vault is the protective enclosure used at interment or in some above-ground tombs, offering long-term protection and security. A mausoleum is a building for entombment, not a single protective container. A case or crate is a lighter, more temporary container used for transport and not intended for long-term protection. So the best fit is the vault.

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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://nbemgmtmerchcasketparts.examzify.com

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

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