

**Final Exam**  
Continuing Education Course #250 Project  
Management  
Through Client Management

1. Project management through client management involves a \_\_\_\_\_ approach to management.
  - ☐ a. Linear
  - ☐ b. Chaotic
  - ☐ c. Holistic
2. For all new projects and new clients, you need to assess \_\_\_\_\_ ?
  - ☐ a. The project
  - ☐ b. The client
  - ☐ c. Yourself
  - ☐ d. All of the above
3. Assessing a new client includes researching \_\_\_\_\_ ?
  - ☐ a. The client's company and background
  - ☐ b. The client's previous projects
  - ☐ c. The client's previous project locations
  - ☐ d. All of the above
4. True or False: There is no need to discuss any needs for sub-consultants to the client.
  - ☐ a. True
  - ☐ b. False
5. For every new project... regardless of whether it's a new client or an existing client... you should always ask the following questions except for which question?
  - ☐ a. What is the client's anticipated schedule for design, permitting, and construction?
  - ☐ b. What is the client's budget for the development's construction?
  - ☐ c. What is the client's normal payment processing time?
  - ☐ d. How closely is the client going to be involved in the project development?
6. One way you can reduce the professional fee is by \_\_\_\_\_ ?
  - ☐ a. Extending the project completion date
  - ☐ b. Reduce the scope of work
  - ☐ c. Reduce the size of the first phase of work
  - ☐ d. All of the above
7. True or False: It's acceptable to skip a peer review (aka Quality Assurance / Quality Control or QA/QC review) in order to deliver a product early or to meet a deadline.
  - ☐ a. True
  - ☐ b. False

8. A project that is needed “Fast” also requires \_\_\_\_\_ meetings by staff, the client, or both.
- ☐ a. No
  - ☐ b. Few
  - ☐ c. Frequent
9. True or False: A “Fast and Cheap” project is an acceptable combination.
- ☐ a. True
  - ☐ b. False
10. A quality project requires \_\_\_\_\_?
- ☐ a. Experienced knowledgeable staff
  - ☐ b. An experienced Project Manager
  - ☐ c. Thorough QA/QC reviews
  - ☐ d. All of the above
11. True or False: Never start a project without a signed contract.
- ☐ a. True
  - ☐ b. False
12. An alternative to a signed project contract is to obtain \_\_\_\_\_.
- ☐ a. A verbal approval
  - ☐ b. An On-Call Services Contract
  - ☐ c. A handshake
  - ☐ d. None of the above
13. The contract should include all below except which item?
- ☐ a. A description of the project and location
  - ☐ b. A list of the Client’s sub-consultants
  - ☐ c. The scope of work and any contractual milestones
  - ☐ d. The fees, the client’s responsibilities, and the completion date
14. Having the client attend each team meeting has which benefits?
- ☐ a. The client’s presence is a strong motivator for each member of the team
  - ☐ b. The client may be able to provide guidance immediately and thereby avoid any unnecessary delays
  - ☐ c. The client can take an active role in the project design
  - ☐ d. All of the above
15. If you find yourself ahead of schedule, you should revise the schedule and initially send it to \_\_\_\_\_?
- ☐ a. Everyone
  - ☐ b. The team members only
  - ☐ c. The Client only
  - ☐ d. None of the above
16. A successful Project Manager must communicate clearly and frequently with \_\_\_\_\_?
- ☐ a. Clients
  - ☐ b. Staff
  - ☐ c. Clients and staff
  - ☐ d. Partners
17. True or False: One reason why many Project Managers struggle is they don’t have a single Point of Contact with their client.

- ☐ a. True
  - ☐ b. False
18. All of the following need to be included in written communication to the client except for \_\_\_\_?
- ☐ a. Any decision that affects the project
  - ☐ b. Where the decision was made
  - ☐ c. Who made the decision
  - ☐ d. When the decision was made
  - ☐ e. Any costs associated with the decision
19. In a project update, any issue that needs to be addressed by the client would be noted where?
- ☐ a. At the beginning of the update
  - ☐ b. In the middle of the update
  - ☐ c. At the end of the update
20. True or False: Public sector clients can be much more difficult to develop a relationship with because of ethics regulations and competitive bidding requirements.
- ☐ a. True
  - ☐ b. False
21. If you are going to be an effective Project Manager, you must first identify \_\_\_\_?
- ☐ a. Your client
  - ☐ b. Your role in the project
  - ☐ c. The scope of work for which you are responsible
  - ☐ d. All of the above
22. Ultimately, the Project Manager's goal is to \_\_\_\_?
- ☐ a. Make himself look good
  - ☐ b. Make his staff look good
  - ☐ c. Make the client look good
  - ☐ d. Make the company look good
23. When sending emails to a Client, the email Subject line should clearly state \_\_\_\_.
- ☐ a. The problems
  - ☐ b. The project name
  - ☐ c. The topic
  - ☐ d. B and C
  - ☐ e. None of the above
24. At a minimum, the invoice for services should include all of the following items except for \_\_\_\_?
- ☐ a. The client's name and address
  - ☐ b. The project schedule
  - ☐ c. The project name
  - ☐ d. The invoice number
25. True or False: You should provide documentation of the work completed for each line item being invoiced.
- ☐ a. True
  - ☐ b. False