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CFM Exam Study Guide Questions and Answers 100% Pass

What are the three most common types of flooding? ✓✓Riverine, Coastal, and Shallow Flooding

Which type of flooding has accounted for the most flood-related deaths? ✓✓Flash Flooding

A curve or turn in a river channel? ✓✓Meander

What is the major cause in coastal flooding? ✓✓Storm Surge

What causes a tsunami? ✓✓Underwater earthquakes or volcanoes

List the five types of special flood hazards covered in FEMA 480. ✓✓1. Closed Basin Lakes

2. Uncertain flow paths

3. Dam breaks

4. Ice jams

5. Mudflows

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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Communication: This domain assesses the abilities of Risk Managers in planning, delivering, and evaluating communication strategies within facility management. Effective communication is vital for ensuring that all stakeholders are informed and engaged.
Topic 2	<ul style="list-style-type: none"> Risk Management: This section measures the skills of Risk Managers in planning for risk management. It includes emergency preparedness, response, recovery strategies, facility resilience, and business continuity planning to mitigate potential risks associated with facility operations.

Topic 3	<ul style="list-style-type: none"> • Occupancy and Human Factors: This section measures the skills of Facility Managers and covers the workplace environment, occupant services, and occupant health, safety, and security. Understanding these factors is essential for creating a conducive and safe work environment for all occupants. Operations and Maintenance: This domain assesses the capabilities of Operations Managers in managing buildings, systems, infrastructure, and grounds. It includes overseeing furniture, fixtures, and equipment, ensuring physical safety and security, and implementing effective operations and maintenance processes. Knowledge of work management support systems and handling renewals and renovations is also critical.
Topic 4	<ul style="list-style-type: none"> • Finance and Business: This section measures the skills of Financial Managers in operational and capital budgeting processes. It includes evidence-based decision-making processes, procurement strategies, contracting practices, financial analysis, and reporting to ensure sound financial management within facilities.
Topic 5	<ul style="list-style-type: none"> • Performance and Quality: This section evaluates the skills of the target audience in quality management and performance management. It emphasizes the importance of maintaining high standards in facility operations to ensure efficiency and effectiveness.
Topic 6	<ul style="list-style-type: none"> • Real Estate: This domain assesses the skills of the target audience in developing real estate strategies. It covers real estate assessment, acquisition, disposal processes, asset management, space management, major projects, and new construction to optimize facility use.
Topic 7	<ul style="list-style-type: none"> • Sustainability: This section evaluates the skills of the target audience in managing sustainability initiatives. It covers energy management, water management, materials and consumables management, waste management, and workplace site management to promote environmentally responsible practices within facilities.

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IFMA Certified Facility Manager Sample Questions (Q177-Q182):

NEW QUESTION # 177

What is the MOST effective exposure control to prevent occupational hazards and protect workers?

- A. Personal protective equipment, where the worker is protected.
- **B. Elimination, where the hazard is physically eliminated.**
- C. Administrative controls, which change the way people work.
- D. Engineering controls, where people are isolated from the hazard.

Answer: B

Explanation:

The most effective exposure control for occupational hazards is elimination (A), as it removes the hazard completely from the environment.

* Hierarchy of Controls (OSHA & ISO 45001):

* Elimination (A)- Completely removes the hazard, eliminating risk.

* Engineering Controls (C)- Creates barriers but does not eliminate the hazard.

* Administrative Controls (D)- Reduces exposure through policies but does not remove the hazard.

* Personal Protective Equipment (B)- A last resort; only protects the worker, not the hazard source.

NEW QUESTION # 178

Departments often forget to budget for equipment design and installation costs. What is the best solution?

- A. Develop a procedure that would charge back capital installation costs to the department procuring the equipment.
- B. Create a facilities installation fund that is 15% of the company's annual capital equipment fund to cover these costs.
- C. Mark up each equipment capital request by 15% to cover design and installation costs.
- **D. Establish a procedure for all capital budgets to include Facilities' input on design and installation costs.**

Answer: D

Explanation:

The Finance and Business competency in IFMA states that effective capital budgeting requires integrated planning with facilities management.

* Option C ensures Facilities' input so that all capital requests account for total installation costs.

* Option A (chargebacks) does not proactively address planning.

* Option B (markups) could lead to funding discrepancies if costs fluctuate.

* Option D (a fixed fund) may not align with fluctuating needs.

Facilities managers should collaborate with finance teams to incorporate these costs into all capital planning.

NEW QUESTION # 179

What is the fourth stage in a well-established model of team development that consists of forming, storming, and norming?

- A. Adjourning
- B. Completing
- **C. Performing**
- D. Reporting

Answer: C

Explanation:

The Tuckman model of team development includes five key stages: Forming, Storming, Norming, Performing, and Adjourning.

* Option D (Performing) is correct because it represents the phase where teams work efficiently and effectively toward goals.

* Option A (Adjourning) is the final stage, not the fourth.

* Options B (Completing) and C (Reporting) are not part of the official Tuckman model.

At the Performing stage, teams function independently, solve problems efficiently, and maintain high productivity.

NEW QUESTION # 180

Your snow removal contractor is required to remove snow at two inches but has not responded during a heavy storm. What steps will you take in the future to ensure site safety?

- A. Immediately after snow event is predicted, purchase emergency supplies required for comfort of client staff staying on site throughout the event.
- B. Cancel existing snow removal contract and hire another contractor immediately to remove snow and control ice for subsequent events.
- **C. Meet with contractor immediately after the snow event to resolve service issues and identify a secondary contractor to remove snow and control ice in the event of future failures by the primary contractor.**

Answer: C

Explanation:

The best approach is to meet with the contractor post-event to address performance issues and secure a backup contractor (Option B).

Why Option B is Correct?

* Ensures the current contractor understands expectations and consequences of non-performance.

* Having a secondary contractor in place prevents service disruptions in future snow events.

* IFMA's Operations & Maintenance Core Competency emphasizes vendor performance management and contingency planning.

Why Other Options Are Incorrect?

* Option A (Canceling immediately): Immediate termination could leave the site without snow removal services, worsening liability risks.

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