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Patrons at airports typically fall into one of several :ategories, EXCEPT:
a. Business.
b. Leisure travelers.
c. Curbside check-ins.
d. Employees. - CORRECT ANSWER -Curbside check-ins.

The emphasis for Certified Parking Professionals serving the restaurant and hospitality industry is on:
a. Speed.
b. Convenience.
c. Efficiency.
d. Service. - CORRECT ANSWER -Service

Advantages of booting include all of the following, EXCEPT:
a. More direct control over the process than towing. this is helpful where the booting entity has made a n error.
b. Best solution for clearing a parking space.
c. The opportunity to collect a boot removal fee.
d. Vehicle remains in place; this is more convenient for the violator. - CORRECT ANSWER -
Best Solution for clearing a parking space

An advantage of an attended self-park is?
a. Improved revenue control over an automated system.
b. Fewer errors in cash transactions.
c. Ease of handling exceptions to fees and the rules and regulations of the facility.
d. Can quickly be transformed into a valet operation. - CORRECT ANSWER -
The ease of handling exceptions to fees and the rules and regulations of the facility

As a manager, what is the first action to take when a customer presents a complaint?
a. Ensure that the customer understands your opinion of the complaint.
b. Show the customer the mistake that he or she has made.
c. Listen to the complaint and gather information.
d. Tell the customer to do whatever he or she thinks is right. - CORRECT ANSWER -
Listen to the complaint and gather information.

A facility manager will best help employees to deal with customer complaints if the manager does wha t?
a. Handles every complaint personally.
b. Requires employees to take the complaints in writing.
c. Trains employees to deal with complaints.
d. Insists that employees resolve customer complaints without bothering the manager. -
CORRECT ANSWER -Trains employees to deal with complaints.

How should a manager deal with an unsatisfied customer whose complaint has not been handled correctly by an employee?

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Site Reliability Engineering (SRE) is a discipline that applies software engineering principles to infrastructure and operations problems. SRE teams are responsible for the reliability, scalability, and performance of large-scale systems. SREs work closely with development teams to ensure that systems are designed and built to be reliable and scalable.

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Peoplecert PeopleCert DevOps Site Reliability Engineer (SRE) Sample Questions (Q46-Q51):

NEW QUESTION # 46
Which of the following features of Puppet Labs is described as the ability to locate, identify, and group cloud nodes?

- A. Insight
- B. Delivery
- C. Discovery
- D. Provisioning

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In the context of SRE tooling and automation, configuration management platforms like Puppet support large- scale infrastructure reliability by enabling consistency, repeatability, and automation. Puppet's Discovery capability allows engineers to automatically locate, identify, classify, and group cloud nodes or infrastructure resources. Although not directly from Google's SRE Book, Discovery aligns with SRE principles of reducing toil and enabling scalable automation. SRE emphasizes "automating away the manual work of locating and managing infrastructure at scale." (SRE Book - Chapter: Eliminating Toil). Puppet Discovery does precisely this by automatically scanning environments, detecting nodes, and providing metadata to group or manage them.
Option A (Provisioning) refers to creating infrastructure, not identifying it.
Option B (Delivery) relates to CI/CD processes.
Option D (Insight) relates to analytics and reporting, not node identification.
Therefore, C. Discovery is correct as it directly represents the capability described.
References:
Site Reliability Engineering: How Google Runs Production Systems, Chapter: "Eliminating Toil." Puppet Labs Documentation (Discovery feature).

NEW QUESTION # 47
An organization wants to establish a role to focus on batch time and re-platforming onto modern architectures.
Which of the following roles should they seek to create?

- A. Heritage Reliability Engineer
- B. Site Reliability Engineer
- C. Network Reliability Engineer
- D. Customer Reliability Engineer

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A Heritage Reliability Engineer (HRE) focuses on improving and stabilizing legacy systems, including batch processing systems and older architectures that need modernization. Google uses this concept when applying SRE principles to older platforms that cannot be easily migrated.
From Google's reliability role expansions:
"Heritage Reliability Engineering applies SRE practices to legacy systems, improving batch processing, stability, and helping teams re-platform to modern architectures." This role is specifically aligned with:
* Batch job optimization
* Migration from legacy systems
* Bringing older platforms closer to SRE standards
Thus, the correct answer is B.
References:
Google Reliability Role Models (HRE/NRE/CRE)
SRE Workbook: Modernizing Legacy Platforms

NEW QUESTION # 48
Identify the missing word(s) in the following sentence.
Site reliability engineering is a_____approach to IT operations.

- A. ....simulation engineering....
- B. ....software engineering....
- C. ....security engineering....
- D. ....structural engineering....

Answer: B

NEW QUESTION # 49
What types of outages must fit into an Error Budget?

- A. Defect fixes
- B. Unplanned incidents
- C. Any planned or unplanned outage
- D. Any change approved by the CAB or decision authority

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
An error budget accounts for all downtime, including both planned and unplanned outages. This is a critical SRE principle: the user does not distinguish between maintenance downtime and accidental downtime - therefore, neither should the SLO nor the error budget.
The SRE Book, Chapter "Service Level Objectives," states:
"From the user's perspective, availability is simply whether the service is working or not, regardless of whether the outage was planned or unplanned." This means all downtime counts toward the error budget.
Additionally, the SRE Workbook reinforces this point:
"Error budgets must include every form of unavailability - maintenance events, configuration changes, emergency work, and unexpected incidents." This confirms that planned outages (maintenance windows) and unplanned outages (incidents) both consume error budget.
Why the other options are incorrect:
* A Only includes unplanned incidents; SRE requires counting planned outages as well.
* B Defect fixes may contribute to downtime, but "defect fixes" alone are not a downtime category.
* D CAB approval has no bearing on whether outages count toward error budgets.
Thus, C is correct: any planned or unplanned outage must be included.
References:
Site Reliability Engineering Book, "Service Level Objectives"
SRE Workbook, "Implementing SLOs"

NEW QUESTION # 50
Which of the following BEST explains how an error budget allows for a maximum change-velocity?

- A. Developers rush to do development work if the budget is high and slow down when it is low.
- B. Developers focus only on new feature work versus operational work if the budget is empty.
- C. Developers must slow down feature changes in line with the percentage the budget is used.
- D. Developers can focus on pushing out feature changes while the error budget remains high.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Error budgets are a fundamental SRE mechanism for balancing reliability and innovation. The SRE book states: "The error budget directly governs the rate of change: as long as the service stays within budget, development velocity can remain high." (SRE Book - Chapter: Service Level Objectives). This means teams can push changes aggressively as long as the allowed amount of unreliability has not been consumed.
The error budget acts as a safety threshold. When reliability dips and the error budget is consumed, SRE enforces a change freeze to

restore stability. Google explains: "If the error budget is spent, releases are halted and efforts focus on improving reliability." Feature velocity is not arbitrarily slowed-it is governed solely by the remaining error budget.
Option A best expresses this: when the error budget is high, teams can safely accelerate feature delivery.
Option D incorrectly suggests rushing, which contradicts controlled release practices.
Option B misinterprets error budgets as a percentage-based throttling system.
Option C incorrectly implies that innovation stops entirely only when empty.
Thus, A is the correct interpretation according to official SRE principles.
References:
Site Reliability Engineering: How Google Runs Production Systems, Chapter: "Service Level Objectives." The Site Reliability Workbook, Sections on implementing error budgets and release governance.

NEW QUESTION # 51
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