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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

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