

# Certified Protection Officer Practice Test Questions and Answers

## 1. What is the primary responsibility of a certified protection officer?

- A) To arrest anyone on the property
- B) To observe, deter, and report security incidents while protecting people and property
- C) To act as law enforcement with full police powers
- D) To question anyone entering the facility

## 2. When should a protection officer use physical force?

- A) Whenever someone is uncooperative
- B) Only as a last resort when there is imminent threat of harm and it is legally justified
- C) To prevent any person from leaving the premises
- D) When ordered by management

## 3. What information should be included in an incident report?

- A) Personal opinions about the people involved
- B) Who, what, when, where, why, and how - documented objectively with facts only
- C) Only the names of people involved
- D) Assumptions about what might happen next

## 4. Which action demonstrates professional customer service for a protection officer?

- A) Ignoring visitor questions
- B) Being courteous, helpful, and providing clear directions while maintaining security protocols
- C) Refusing to assist anyone
- D) Only helping people who look important

Answers: 1-B 2-B 3-B 4-B

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