

# Exam Questions PHR

Professional in Human Resources

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#### NEW QUESTION 1

Which one of the following best describes Progressive discipline?

- A. Discussion of substandard performance, written warning, final writtenwarning, terminatio
- B. Series of documents of employee's incompetence or insubordination that precedes an employee's terminatio
- C. Discussion of substandard performance, verbal warning, written warning, and final written warnin
- D. Series of documents of employee's substandard performance prior to each step of discipline or terminatio

**Answer: C**

#### NEW QUESTION 2

As an HR Professional you should be familiar with the terminology, practices, and rules governing unions and management in the bargaining process. What is the zipper clause in regard to negotiations?

- A. Items in a management-union contract can be "zipped" open and closed as often as necessar
- B. Management is locked out of union meeting
- C. Management and union representations are locked out of union employee meeting
- D. Items in a management-union contract are "zipped" closed, once the agreement is signed by both partie

**Answer: D**

#### NEW QUESTION 3

Your organization is looking for methods to improve communication between the management and the employees within the company. Which one of the following methods is best described as a small but representative sampling of employees - led in a conversation by a neutral moderator about an identified topic?

- A. Focus group
- B. Workshop
- C. Pilot group
- D. Brainstorming session

**Answer: A**

#### NEW QUESTION 4

Your organization has a retirement benefits plan that is covered by ERISA . Under ERISA, which of the following is your organization required to do for the plan participants?

- A. Provide each participant with plan information, specifically about the features and funding of the plan through a summary plan description at a cost of no more than \$7 per participant, per yea
- B. Provide each participant with plan information, specifically about the features and funding of the plan through a summary plan description at no cos
- C. Provide each participant with monthly plan information, specifically about the features and funding of the plan through a summary plan description at no more than \$7 perparticipant, per mont
- D. Provide each participant with monthly plan information, specifically about the features and funding of the plan through a summary plan description at no cos

**Answer: B**

#### NEW QUESTION 5

What is the compa-ratio for an employee that earns \$75,000 per year, but the midpoint for the role is \$85,000 per year?

- A. \$10,000 difference
- B. 1:88
- C. 113 percent
- D. 88 percent

**Answer: D**

#### NEW QUESTION 6

Sexual harassment is a form of sex discrimination and it is illegal in the US based on what law?

- A. Title VII of the Civil Rights Act of 1964
- B. ADA and Rehabilitation Act of 2008
- C. ADEA of 1967
- D. Fair Labor Standards Act of 1958

**Answer: A**

#### NEW QUESTION 7

Your organization offers an employees' retirement benefit program that is covered by the Employee Retirement Income Security Act of 1974. The administrative responsibility for enforcement of the Employee Retirement Income Security Act of 1974 is divided among three government agencies. Which one of the following is not a government agency that helps to enforce ERISA?

- A. FDIC
- B. Department of Labor
- C. IRS
- D. Pension Benefit Guaranty Corporation

Answer: A

#### NEW QUESTION 8

You are a HR Professional for your organization and you're coaching Thomas on human resources practices, particularly the role of the HR Professional in strategic planning. You tell Thomas the importance of vision, mission, and values of an organization. Thomas asks what the difference is between vision and mission. Which one of the following best describes the difference between vision and mission for an organization?

- A. A vision is the purpose of a compan
- B. A mission is the task the organization aims to accomplis
- C. A vision describes thefuture of the organization while a mission describes the goals of the organizatio
- D. A vision describes the organization's role, what the organization is, and what the organization may aspire to b
- E. A mission describes what the organization will definitely becom
- F. A vision describes an organization's role, what the organization is, and what theorganization wants to becom
- G. A mission describes the organization's purpose for bein

Answer: D

#### NEW QUESTION 9

Pat is interviewing Sammy for a job in his organization. During the interview, Pat asks Sammy for a dinner date. Sammy refuses his offer, but thanks him. Pat tells Sammy that a dinner date would be beneficial to the job selection. Sammy still refuses the dinner date. Based on this conversation, Pat decides not to hire Sammy for the position. This is an example of what type of sexual harassment?

- A. Covert
- B. Quid Pro Quo
- C. Contingent
- D. Hostile Work Environment

Answer: B

#### NEW QUESTION 10

COBRA, the Consolidated Omnibus Budget Reconciliation Act, requires some organizations to offer continuation of group health care coverage to employees and family members based on certain qualifying events. How many employees must exist within an organization for COBRA requirements to be enforced?

- A. 20
- B. 100
- C. 50
- D. 10

Answer: A

#### NEW QUESTION 10

Frank is an employee at the HBF Corporation, and he has recently been terminated because of poor company income. Frank visits the company's blog and saw a comment from his manager, which says, "We had to let Frank go today because he kept screwing up sales order. He's incompetent!" This is an example of which one of the following?

- A. Termination evidence
- B. Slander
- C. Libel
- D. Freedom of speech

Answer: C

#### NEW QUESTION 12

You are a HR Professional for your organization. You and your supervisor are reviewing the EEO reporting requirements for your company to comply with the reports your firm should file. Which report is collected on odd-number of years from state and local governments?

- A. EEO-4 Report
- B. EEO-1 Report
- C. EEO-5 report
- D. EEO-3 Report

Answer: A

#### NEW QUESTION 16

There are seven stages of internal consulting that a HR Professional must be familiar with. Consider this scenario: Mark is a HR Professional for his organization. He is meeting with Tammy and Tammy's supervisor Eric to learn about a conflict between Tammy and Eric. Mark wants to understand both parties before addressing the scenario. Which of the seven stages is Mark, Tammy, and Eric participating in?

- A. Developing recommendations
- B. Implementing
- C. Exploring the situation
- D. Gaining agreement to the project plan

Answer: C

#### NEW QUESTION 19

You are leading a brief presentation for your company about the ERISA program your company participates in. What is ERISA used for?

- A. It protects the interests of those who participate in employee benefit plans
- B. It protects the workers of employee compensation plans
- C. It protects private organizations that have profit sharing plans for employee compensation
- D. It allows private organizations to create investments for workers in profit-sharing plans

**Answer:** A

#### NEW QUESTION 20

What is the FairPay amount that defines, what a person makes, to be considered highly compensated?

- A. \$110,000 or more
- B. \$150,000 or more
- C. \$100,000 or more
- D. \$125,000 or more

**Answer:** C

#### NEW QUESTION 24

Deal and Kennedy defined the four dimensions of organizational culture that you should be familiar with, as an HR Professional. What dimension of organizational culture is best defined by the hidden hierarchy of power?

- A. Culture network
- B. Joy
- C. Values
- D. Heroes

**Answer:** A

#### NEW QUESTION 28

Your organization has a no-solicitation rule in effect for all employees. How does this rule affect the internal organization of unions?

- A. Unions can only solicit for members with the managements approval, when there's a no-solicitation rule in effec
- B. Unions cannot solicit for membership when there's a no-solicitation rule in an organizatio
- C. Unions can solicit for membership with the permission of more than 30 percentof the organizatio
- D. Unions are exempted from no-solicitation rule

**Answer:** B

#### NEW QUESTION 32

You are completing a Form I-9 with a newly hired employee. Which one of the following documents is not allowed as a proof of identity and employment eligibility for the newly hired employee?

- A. Driver's license
- B. Expired US passport
- C. Certificate of naturalization
- D. Unexpired reentry permit

**Answer:** A

#### NEW QUESTION 36

As an HR Professional you must be familiar with the project management processes and the stakeholders of projects. All projects can map to the project management lifecycle. Which one of the following best describes the project management lifecycle?

- A. It is the aggregation of the nine knowledge areas of project management: integration management, scope, schedule, costs, quality, human resources, communication, risk, and procuremen
- B. It is the life of the management of the project -from initiation, planning, execution, controlling, through closin
- C. It is the life of a project to interact with all areas including scope, schedule, costs, quality, human resources, communication, risk, and procuremen
- D. It is a unique life of each project -from its initiation through its closin

**Answer:** B

#### NEW QUESTION 39

You are a HR Professional for your organization and you're preparing your team for a series of interviews. You want the team to be familiar with the validity types you'll use and encourage in the series of interviews. One of the requirements in the interview process for a graphic designer is, for the graphic designer to use a software program and to create a simple brochure. This is an example of what type of validity?

- A. Construct-related validity
- B. Predictive validity
- C. Criterion-related validity
- D. Content validity

**Answer:** D

#### NEW QUESTION 40

Robert is the HR Professional for his organization and he's speaking with the federation chairman about the labor and the direction of unions. What is a federation?

- A. A federation is a group of national union
- B. A federation is the same as a unio
- C. A federation is a union that has international member
- D. A federation is the governing body of a unio

**Answer:** A

#### NEW QUESTION 43

If a union wants to organize, it typically moves through five steps to the organizing process. Which step of union organization would require the union to collect at least 30 percent of signed authorization cards from employees?

- A. Confirm interest
- B. The campaign
- C. Make a connection
- D. Obtain recognition

**Answer:** A

#### NEW QUESTION 46

You are an HR Professional for your organization. Your organization employs 120 people in the United States. You are required to file the EEO-1 report for your organization by what date?

- A. April 15 of each year
- B. The anniversary date of your organization reaching 100 employees
- C. January 1 of each year
- D. September 30 of each year

**Answer:** D

#### NEW QUESTION 48

As an HR Professional you must be familiar with particular labor-based acts of congress. One such act is the Taft-Hartley Act which addressed right-to-work states and unions. What does right-to-work states mean for unions and employees?

- A. An organization can fire employees if they're members of aunio
- B. Union conducts the hiring process for an organizatio
- C. Employees are not required to join a union to wor
- D. Employees must join the union in order to wor

**Answer:** C

#### NEW QUESTION 50

Holly is the HR Professional for her organization and she's examining the type of exemptions for computer employees. What is the minimum rate that the computer employee must earn to be considered exempt?

- A. \$27.63 per hour
- B. \$17.03 per hour
- C. \$45.33 per hour
- D. \$31.23 perhour

**Answer:** A

#### NEW QUESTION 55

Which one of the following presents the seven stages of internal consulting in the correct order?

- A. Exploring the situation, Gathering data, analyzing, and identifying findings, Gathering agreement to the project plan, Developing recommendations, Implementing, Presenting the findings and recommendations, Reviewing, transitioning, and evaluating the projec
- B. Exploring the situation, Gathering agreement to the project plan, Gathering data, analyzing, and identifying findings, Presenting the findings and recommendations, Developing recommendations, Implementing, Reviewing, transitioning, and evaluating the projec
- C. Gathering agreement to the project plan, Exploring the situation, Gathering data, analyzing, and identifying findings, Developing recommendations, Presenting the findings and recommendations, Implementing, Reviewing, transitioning, and evaluating the projec
- D. Exploring the situation, Gathering agreement to the project plan, Gathering data, analyzing, and identifying findings, Developing recommendations, Presenting the findings andrecommendations, Implementing, Reviewing, transitioning, and evaluating the projec

**Answer:** D

#### NEW QUESTION 59

You are a HR Professional for your organization and your supervisor is asking you about the details of the Civil Rights Act of 1991, and what it means to your company. He wants to know what the total damages could be if an organization is found liable by a jury trial. What is the maximum amount that could be awarded to a victim of discrimination if the organization is found liable?

- A. There is no limited amount as the jury can determine damages
- B. \$50,000
- C. \$300,000
- D. \$500,000

**Answer:** C

#### NEW QUESTION 61

Your organization is using the whole job ranking technique as part of its non-quantitative job evaluation. Which one of the following best describes the whole job ranking technique?

- A. Jobs are ranked from lowest to highest according to the importance that each job hold
- B. Jobs are reviewed based on the entire performance of the organization in each categor
- C. Jobs are categorized into broad categories or level
- D. New jobs are categorized into an existing hierarchy of jobs within the organizatio

**Answer:** A

#### NEW QUESTION 63

You are the HR Professional for your organization. You're leading a presentation on equal employment opportunity terminology for your staff. Beth, a staff member, wants to know what a charge is -in regard to equal employment opportunity. What is a charge?

- A. A charge is the documentation of an alleged unlawful discriminatio
- B. A charge is an individual that has lodged a formal complaint to an agency that alleges unlawful discriminatio
- C. A charge is the evidence that unlawful discriminationhas occurre
- D. A charge is a formal complaint submitted to an agency that alleges unlawful discriminatio

**Answer:** D

#### NEW QUESTION 68

Which of the following are non-monetary rewards that a company can provide to its employees?

- A. Recognition
- B. Opportunity to learn
- C. Flexible hours
- D. Cash compensation

**Answer:** ABC

#### NEW QUESTION 73

Fran is a HR Professional for her organization and she is interviewing applicants for a warehouse position. One of the candidates has written on his application that he speaks Spanish. Fran interviews this candidate in Spanish and interviews all other candidates in English. This is an example of what?

- A. Disparate treatment
- B. Disparate impact
- C. Accommodation
- D. Perpetuating past discrimination

**Answer:** A

#### NEW QUESTION 77

Virginia is the HR Professional for her organization and she is reviewing the details of the Age Discrimination in Employment Act (ADEA) of 1967. She tells John, one of her staff members, that the ADEA prohibits discrimination on the basis of age for employees and job applicants who are above a certain age. What age does the ADEA apply to employees and job applicants?

- A. 40 and above
- B. 50 and above
- C. 30 and above
- D. All people regardless of their age

**Answer:** A

#### NEW QUESTION 78

What act prohibits discrimination on the basis of physical and mental disabilities?

- A. ADEA of 1967
- B. Rehabilitation Act of 1973
- C. VEVRAA of 1974
- D. IRCA of 1986

**Answer:** B

#### NEW QUESTION 82

There are four sections of the HR Impact Model. Which component of the model is considered to be the most client-oriented role?

- A. Programs and Processes
- B. Catalyst
- C. Consultation
- D. Policies and Procedures



**Answer:** C

#### NEW QUESTION 83

An organization would like to bid on a project, but they don't have enough employees available to complete the work. The organization approaches a competitor with the opportunity to partner on the project to win the work. What type of risk response is used in this instance?

- A. Sharing
- B. Mitigation
- C. Enhancing
- D. Transference

**Answer:** A

#### NEW QUESTION 88

As an HR Professional you should be familiar with OSHA forms for maintaining employee records. Which OSHA form is used to cover the what, how, when, where, and who or work-related injuries?

- A. Form 301
- B. Form 300
- C. Form 300A
- D. Form 3165

**Answer:** B

#### NEW QUESTION 91

Your organization has 80 full-time employees. Management has recently informed you that they have sold their business and they'll be releasing all employees in the organization. Based on the Worker Adjustment and Retraining Notification Act of 1988, how many days must management give in writing to the employees of this organization before the mass layoff?

- A. 60 days
- B. 120 days
- C. Zero days
- D. 30 days

**Answer:** C

#### NEW QUESTION 95

You are an HR Professional for your organization and you're preparing your team for a series of interviews. You want the team to be familiar with the validity types you'll use and encourage in the series of interviews. During the interview process, the candidate will need to complete a psychological test to determine his ability to perform in the job role based on collected and desired traits. This is an example of what type of validity?

- A. Construct-related validity
- B. Criterion-related validity
- C. Content validity
- D. Predictive validity

**Answer:** A

#### NEW QUESTION 96

Consider your role as a HR Professional in your organization. In your duties you're to keep abreast of market trends, practices in HR, employee attitudes, and your business needs. What component of the HR Impact Model is addressed in this situation?

- A. Programs and processes
- B. Policies and procedures
- C. Catalyst
- D. Consultation

**Answer:** C

#### NEW QUESTION 99

Which of the following are established by Fair Labor Standards Act (FLSA) of 1938? Each correct answer represents a complete solution. Choose three.

- A. Criteria for exempt and nonexempt employees
- B. Minimum wage requirement
- C. Laws for protecting American children against labor exploitation
- D. Health insurance requirement

**Answer:** ABC

#### NEW QUESTION 100

The Federal Labor Standards Act is something that all HR Professionals should be familiar with. This act clearly defines four areas that affect all employees. Which one of the following is not one of the four areas of employment covered by this act?

- A. Commissions, royalties, and tips
- B. Overtime

- C. Record keeping
- D. Minimum wage

**Answer:** A

#### NEW QUESTION 105

There are four components of the HR Impact Model, which affect how a HR Professional may operate within a given environment. Which one of the following is NOT a component of the HR Impact Model?

- A. Consultation
- B. Client
- C. Catalyst
- D. Programs and processes

**Answer:** B

#### NEW QUESTION 108

Organizational functions, according to Fayol, conform to one of the six functional areas. Which one of the following is not an area of organizational functions for strategic planning?

- A. Sales and marketing
- B. Financial activities
- C. Human resource management
- D. Technical activities

**Answer:** C

#### NEW QUESTION 111

OSHA has identified six standards that apply to almost all general industry employers. All of the following are standards as defined by OSHA that apply to employers except for which one?

- A. Emergency action plan standard
- B. Equity pay standard
- C. Exit routes standard
- D. Fire safety standard

**Answer:** B

#### NEW QUESTION 115

As an HR Professional you must address risk in the work place. There are two general categories of risk: pure risk and business risk. Which one of the following is an example of pure risk?

- A. Loss of investment
- B. Loss of life or limb
- C. Safety training for workers in construction
- D. Fines and penalties for breaking regulations

**Answer:** B

#### NEW QUESTION 118

As an HR Professional, you must recognize and be aware of several pieces of legislation that affect your performance as an HR Professional. The National Labor Relations Board identified five categories of unfair labor practices. Which one of the following is not one of the five categories of unfair labor practices?

- A. To dominate or interfere with the formation or administration of a labor organization
- B. To refuse individuals to organize and meet for the potential labor union creation process
- C. To interfere, restrain, or coerce employees in the exercise of their rights to engage in concerted or union activities or refrain from the
- D. To discriminate against employees for engaging in concerted or union activities or refraining from the

**Answer:** B

#### NEW QUESTION 120

Robert is the HR Professional for his organization. June, Robert's supervisor, assigns Robert for completing and filing the EEO-1 Report for the organization. What is the EEO-1 Report?

- A. It is a report that all employers with at least 100 employees must submit to the Department of Labor
- B. It defines the total number of employees the organization employs
- C. It is a report that all employers must submit to the Department of Labor defining the race, social security identification number, and income of all employees in the organization
- D. It is a report that all employers with at least 100 employees must submit to the Department of Labor
- E. It defines the total number of employees by job category, ethnicity, race, and gender the organization employs
- F. It is a report that all employers must submit to the Department of Labor defining the race and income of all employees in the organization

**Answer:** C

#### NEW QUESTION 123



Lucas has asked his manager to take time off from work because of a holiday his religion celebrates. Fran agrees but tells Lucas that he will be inspecting his project work to ensure that the work is accurate and not suffering because of the requested time off. This is an example of what?

- A. Perpetuating past discrimination
- B. Religious persecution in the workforce
- C. Quality control
- D. Disparate treatment

**Answer:** D

#### NEW QUESTION 128

Which of the following types of training evolution measures whether the training had a positive impact on the bottom line?

- A. Result
- B. Reaction
- C. Learning
- D. Behavior

**Answer:** A

#### NEW QUESTION 131

Which one of the following is the best example of a disparate treatment of discrimination?

- A. All project team members are asked to take turns keeping meeting minutes in a rotatio
- B. The meeting minutes will be kept by both men and women in a rotatio
- C. The meeting minutes will be kept by female members of the project team because they have neater handwritin
- D. All junior project team members are required to take turns keeping meeting minutes in a rotatio

**Answer:** C

#### NEW QUESTION 135

Henry is the HR Professional for his organization and he's discussing the status of Amy's employment. Amy earns \$87,500 per year and receives a paycheck via direct deposit every two weeks. Amy was hired under the offer of a salary position, but she feels that she is working far more than the agreed 40 hours per week. Based on these scenarios, do you believe Amy is exempt or non-exempt?

- A. Amy is exempt because she is paid on a salary basi
- B. Amy is not exempt because she is working more than ten percent of her total agreed hours per wee
- C. Amy is exempt because she earns more than \$1,000 per wee
- D. Amy is not exempt because she is offered bonuses as part of her pa

**Answer:** A

#### NEW QUESTION 140

You are the HR Professional for your organization and you're completing a turnover analysis. You're considering that over the past year your organization has employed 1,238 employees and during that same period your organization has terminated 56 employees. Based on this information what is your organization's turnover for the past year?

- A. 56
- B. Significantly lower than average
- C. 22
- D. Moderately low

**Answer:** C

#### NEW QUESTION 142

Fred is a union employee who has been summoned by the management to an investigatory hearing regarding his conduct. Fred would like to have a union representative with him at the meeting. What is the name of the right that allows Fred to have a union representative with him at the meeting?

- A. Management Rights
- B. Bumping Right
- C. Right of Way
- D. Weingarten Right

**Answer:** D

#### NEW QUESTION 144

You are a HR Professional for your organization. You have presented an idea to your staff. The staff members then discuss their ideas based on your presentation. All of the ideas are recorded and collectively ranked from most important to least important (or some other ordinal scale). Through this process a selection or forecast can be made for the organization. What forecasting technique have you used in this scenario?

- A. Nominal group technique
- B. Ratio analysis
- C. Brainstorming
- D. Delphi Technique

**Answer:** A

#### NEW QUESTION 148

Holly is an HR Professional for her organization and she's creating a new application for employee candidates. On Holly's application form which item is allowed?

- A. Race
- B. Gender
- C. Request for background check
- D. Sexual orientation

**Answer:** C

#### NEW QUESTION 152

All organizations need prevoyance, or planning, as a part of a manager's duty. As an HR Professional what is the primary purpose of planning?

- A. Directs the project team and staff to accomplish the project scope
- B. Establishes groundwork for the managers to achieve the goals of the organization
- C. Communicates the direction of the organization
- D. Establishes groundwork for the managers to achieve their goals

**Answer:** B

#### NEW QUESTION 153

Which of the following is a term used to describe efforts made by a downsizing company to help former employees through the transition to new jobs and help them re-orientate to the job market?

- A. Duty of diligence
- B. Exit interview
- C. Utility function
- D. Outplacement

**Answer:** D

#### NEW QUESTION 156

You are the HR Professional for your organization and you're working with the management to define the role of contractors versus employees in your organization. According to the Internal Revenue Service, there are three categories of control that help determine whether a person is a contractor or an employee. Which one of the following is not one of the three levels of control as defined by the IRS for employee versus contractor?

- A. Financial control
- B. Locale of work performed
- C. Behavioral control
- D. Type of relationship

**Answer:** B

#### NEW QUESTION 157

As an HR Professional, you must sometimes terminate employees from your organization. When an employee is terminated, there must be a just cause or a good cause for the termination. Which one of the following is not a valid just cause for the employee's termination?

- A. Whether the employee is a member of a protected class
- B. Whether the employee was warned in advance
- C. Whether the rule has been applied consistently
- D. Whether reasonable "proof" of the violation existed, or was obtained through investigation

**Answer:** A

#### NEW QUESTION 159

The Taft-Hartley Act, also known as the Labor Management Relations Act, addressed unions and engaged in certain types of secondary boycotts. What is a secondary boycott?

- A. It is an effort to convince others to stop doing business with a particular organization that is the subject of a primary boycott
- B. It is an effort to create more than one boycott on an organization, on two or more revenue stream
- C. It is two or more boycotts by two or more union-backed organizations against one compan
- D. It is additional boycotts against companies that do business with a company which the union is boycottin

**Answer:** A

#### NEW QUESTION 162

Which of the following clause protects the employee's job and compensation in the event of a reorganization, acquisition, or merger, for a specifed period of time?

- A. Termination clause
- B. Change of control
- C. Advice of counsel
- D. Disability or death

**Answer:** B

#### NEW QUESTION 163

As an HR Professional you must be familiar with several different lawsuits and their affect on human resource practices today. What did the legal case, the United Steelworkers of America versus Weber regard?

- A. The United States Supreme Court held that the Civil Rights Act of 1964 did bar employers from favoring women and minoritie
- B. The United States Supreme Court held that the Civil Rights Act of 1964 did bar employers from using racial criteria as a method to determine workplace advancement
- C. The United States Supreme Court held that the Civil Rights Act of 1964 did not bar employers from favoring women and minoritie
- D. The United States Supreme Court held that the Civil Rights Act of 1964 did bar employers from favoring minorities, but could do gender based favor

**Answer:** C

#### NEW QUESTION 166

You are the HR Professional for your organization. You are discussing the status of your company's employees to determine who may be considered nonexempt versus exempt. Which one of the following types of employees can never be considered exempted from overtime provisions?

- A. Administrative assistants
- B. Sales people
- C. Manual workers
- D. Managers

**Answer:** C

#### NEW QUESTION 171

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