



RECERTIFICATION EXAM QUESTIONS

The Recertification Exam is online.

To submit your answers to the below questions, log in at www.ags.org/agspro and select the **2022 Recertification** under **My Courses**.

- 1. Always follow up virtual meetings with an item that is:**
 - a. Invisible
 - b. Tangible
 - c. Branded with your logo
 - d. Expensive
- 2. An important law of social reciprocity is “what you give is what you will get.” The gift of cheer is in giving your energy, enthusiasm, and optimism to others and eventually seeing it reflected back at you. Celebrating people is how you win, how you grow, and how your business succeeds. Cheer each other on, cheer on new ideas, cheer on victories, and spread the cheer to your customers. It all starts with giving.**
 - a. TRUE
 - b. FALSE
- 3. When you ___ yourself and your team, you can create a self-perpetuating cycle of positive outcomes.**
 - a. Cheer for
 - b. Trust
 - c. Empower
 - d. None of the above
- 4. Which of the following factors are correlated to having friends at work?**
 - a. Increased engagement
 - b. Fewer sick days and accidents
 - c. Better customer service
 - d. Higher retention
 - e. All of the above
- 5. What can be done to “kickstart” diversity, equity, and inclusion (DEI) programs so that they can have an immediate impact on an organization’s culture?**
 - a. Identify key stakeholders
 - b. Set measurable and actionable goals
 - c. Poll and survey employees
 - d. Both A and B
 - e. All of the above
- 6. A 2017 study by McKinsey found the most diverse organizations outperform competitors by ___% and are ___% more likely to experience above-average profitability.**
 - a. 33%; 21%
 - b. 57%; 15%
 - c. 25%; 21%
 - d. 33%; 50%
- 7. The LGBTQ+ community spends 7% less at stores per year than their heterosexual counterpart.**
 - a. TRUE
 - b. FALSE
- 8. What category of synthetic diamonds presents the greatest identification challenge in the jewelry trade today?**
 - a. Large cut stones (more than 5 carats in size)
 - b. Very tiny melee-size cut stones
 - c. Commercial-size cut stones (0.2–3 carats)
- 9. CVD-grown synthetic diamonds display what kind of anomalous birefringence (“strain”) pattern when viewed between crossed polarizing filters in the microscope?**
 - a. Bright colors in mosaic patterns
 - b. Weak banded patterns with black, grey, or white colors
 - c. Cross-hatched patterns with bright or muted colors
 - d. No strain pattern



10. Jaipur became internationally known in the early 1900s when the merchants went to Europe to source material and learned from the European cutters. While in Europe, they were introduced to the finer material in emeralds which they brought back to India. The merchants realized the value addition they could offer to compete with the global industry. Then, after India's independence, the industry became the global powerhouse it is today.
 - a. TRUE
 - b. FALSE
11. When was there only limited use of scientific instruments in gem testing?
 - a. 2020s
 - b. 2010s
 - c. 2000s
 - d. 1980s
12. What is a major challenge of gem identification today?
 - a. Lab-grown ruby
 - b. Lab-grown sapphire
 - c. Gem treatments
 - d. Gem species
13. Inclusions are valuable for what reason?
 - a. They provide clues about the origin of the gem
 - b. They provide scientific information
 - c. They can reveal if a gem has been treated or is synthetic
 - d. All of the above
14. Thieves break through a common wall of an adjacent vacant premises. The safe is located on the common wall, and thieves were able to breach the safe without entering the premises and clean out all the merchandise. What could you do to avoid this type of loss?
 - a. Post "Do not enter" signs at the entrance of your business
 - b. Hire a security guard
 - c. Do not position safes on a common wall
 - d. Take all your inventory home each night
15. One way to avoid smash-and-grab thefts is to use a video surveillance system with both overt and concealed cameras.
 - a. TRUE
 - b. FALSE
16. What are the five types of posts you should rotate through on social media, such as LinkedIn, to increase engagement?
 - a. Engagement, Authority, Value, Behind-the-scenes, Testimonials
 - b. Polls, Articles, Gifs, Photos, Videos
 - c. Personal, Professional, Data, Stats, Reports
17. Giving away value is how you draw potential buyers to you by showing them you can help them.
 - a. TRUE
 - b. FALSE
18. What is brand messaging, and why is it so important?
 - a. Brand messaging is the brand's identifying factor, such as a logo or a unique physical attribute of the item. At the same time, brand messaging is essential, as it is necessary to build this before crafting a visual identity
 - b. Brand messaging is all communication your brand delivers to your audience. It is essential because brands that connect with their audience through human characteristics and a defined personality are way more likely to resonate with them
 - c. Brand messaging is the copy in which a brand identifies itself, such as through a website, social media, or physical signage
 - d. Brand messaging is a single catchphrase or motto that a brand has associated with itself. It is essential because it can help advertise the brand and make it more well-known



AMERICAN GEM SOCIETY 2022 | RECERTIFICATION EXAM QUESTIONS

19. **If the brand message is not clearly defined and strategically developed to shape all touchpoints, the brand will be misaligned and inconsistent, leading to confusion and distrust.**
- TRUE
 - FALSE
20. **What are the benefits of live selling?**
- Increased discoverability and traffic
 - Higher engagement and better relationships
 - Improved brand appeal and shorter customer journey
 - All of the above
21. **One of the best ways to increase sales is:**
- Having a diverse inventory
 - Tell your customers your life story so they will connect with you
 - Qualify your customers
 - None of the above
22. **When selling diamonds, it's crucial that you start discussing the diamond characteristics as soon as possible.**
- TRUE
 - FALSE
23. **When it comes to diamond buying, customers may not be as informed as they realize. That's why it is important to:**
- Assume they know nothing about the diamond
 - Ask them to show you what they like in jewelry
 - Ask them to describe what they like in jewelry
 - Both B and C
24. **If you feel as though you're not connecting with your customers:**
- Leave them to look around on their own
 - Tell them that you're busy and can help them later
 - Bring in another salesperson to assist you or completely turn your customer over to another sales professional
25. **Roughly what percentage of communication is non-verbal?**
- 38%
 - 50%
 - 90%
 - 75%
26. **The most important question in every sales presentation is:**
- How were you planning on paying for it?
 - What's important to you in a...?
 - Why are you buying this?
27. **Why is it important to ask open-ended questions?**
- They get the customer talking
 - They cannot be answered with a simple "yes" or "no"
 - They give you important data for your recommendation
 - All of the above
28. **Being in the right place at the right time with the right approach is good for:**
- Fishing
 - Relationship building
 - Nature photography
 - All of the above
29. **When you join an organization, you should:**
- Just buy tickets to their events
 - Join because just being a member is good enough
 - Actively participate by joining committees and boards
 - Go to one meeting, collect a bunch of cards, and never return
30. **Why is it vital to know the valuegraphics of your customers?**
- Aligning with your customers' valuegraphics will help you increase customer loyalty
 - Valuegraphics will help you attract new customers
 - Valuegraphics help you create deep and meaningful relationships with customers
 - All of the above



Certified Sales Associates can STOP HERE

All Titleholders must continue.

31. **You can rely on your profit reported in your Income Statement to analyze your estimated cash balance.**
- TRUE
 - FALSE
32. **The best way to describe memo inventory is:**
- Free inventory to help you increase sales
 - A financing option—just a decision on when you pay for the inventory
 - A vendor's aged merchandise that they are praying you sell
 - Merchandise that needs to be analyzed separately from your inventory plan
33. **Hands-on training helps adult learners relate to real-world tasks.**
- TRUE
 - FALSE
34. **Which characteristic of an adult learner assumes they are self-directed and want autonomy?**
- Adult Learner Experience
 - Motivation to Learn
 - Self-Concept
 - Readiness to Learn
35. **Why is a blue sapphire country of origin determination especially challenging?**
- There are many sources for blue sapphires
 - An overlap of inclusion appearance is quite common in blue sapphires
 - No advanced testing is available for blue sapphires
 - Geographic origin is not important for blue sapphires
36. **Which type of blue sapphires have a significant overlap in trace element chemistry?**
- Metamorphic blue sapphires
 - Very expensive blue sapphires
 - Basalt-related blue sapphires
 - Commercial-quality blue sapphires
37. **What will help origin determination when inclusion evidence is not distinctive?**
- Specific gravity testing
 - Trace element chemistry
 - Refractive index management
 - Hand-held spectroscope
38. **Which type of ruby has low iron concentration?**
- Basalt-hosted rubies
 - Marble-hosted rubies
 - Heated rubies
 - Glass-filled rubies
39. **Which type of ruby has a generally straightforward origin determination?**
- High-iron rubies
 - Marble-hosted rubies
 - Expensive rubies
 - Treated rubies
40. **What method is helpful for ruby origin determination when inclusions are not distinctive?**
- Hot needle test
 - Refractometer
 - Trace element analysis
 - Digital scale



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41. **What are the four categories of questions for the 12-step iterative process or series of questions to “forensically” examine jewelry?**
- Metal Wear, Engineering, Gemstones, Item Quality
 - Item Quality, Manufacturing, Metal, Gemstones
 - Engineering, Manufacturing, Item Quality, Condition
 - Condition, Item Quality, Manufacturing, Metal
42. **An assessor needs to be familiar with various traces of manufacturing processes...**
- and apply a systematic investigative process
 - and practice identification of the processes
 - and add to their knowledge as new processes are used in jewelry manufacturing
 - All of the above
43. **Evaluating what is “fit for purpose,”**
- Needs all the facts
 - Assesses how well something is designed and made to suit the application for which it is intended
 - Tests metal hardness
 - A and B
44. **How often do you need to renew your AML program to remain AML compliant?**
- Every five years
 - Every year
 - Never, you only need to purchase and implement the program one time
 - None of the above
45. **What is the threshold for dealers buying and selling precious metals, jewelry, and gemstones where it is required by law to have an AML program in place?**
- Greater than \$10,000 in the prior calendar or tax year
 - Greater than \$50,000 in the prior calendar or tax year
 - Greater than \$100,000 in the prior calendar or tax year
 - None of the above
46. **What is the most important aspect of identification of Tiffany & Co. merchandise:**
- Metal type
 - Stamping
 - Designer
 - Date of production
47. **Tiffany & Co. will appraise all items for a fee.**
- TRUE
 - FALSE
48. **You can use the term “Tiffany setting” in an appraisal for non-Tiffany & Co. solitaires.**
- TRUE
 - FALSE
49. **Designers for Tiffany & Co. have received credit for the work that has been put into production.**
- TRUE
 - FALSE
50. **What type of damage needs to be noted on replacement appraisals?**
- All damage
 - Significant damage with substantial effect on value
 - Damage to a diamond in finished jewelry
51. **Who determines the impact of damage on value?**
- The insurance agent
 - You, the appraiser
 - The owner of the item
52. **Should you use photographs in documenting damage?**
- Only if you can get a closeup photo
 - Yes. A photo will tell the whole story
 - Yes, and describe the damage and impact on value also



**Registered Jewelers, Registered Suppliers,
and Certified Gemologists can STOP HERE**

**All Certified Gemologist Appraisers and
Independent Certified Gemologist Appraisers
must continue.**



53. Which of the following is NOT a category of an electronic signature?
- Qualified Electronic Signature
 - Certified Electronic Signature
 - Advanced Electronic Signature
 - Simple Electronic Signature
54. AGS Appraisal Standards require narrative-style appraisals.
- TRUE
 - FALSE
55. Which method of delivery is not recommended?
- Send the appraisal to your client via email
 - Provide a USB drive containing their appraisal
 - Send the appraisal to your client's insurance agent on their behalf
 - Prepare a printed and digital version and give them to your client when finished
56. Diamond grading labs use the same terminology and standards to create their reports.
- TRUE
 - FALSE
57. When you disagree with the grading report findings:
- Ignore the report and just assign your opinion of the grade
 - State the grade as listed on the reports but value it based on your opinion of the grade
 - Include the grading report findings and a narrative stating your grade opinion based on the standards you were taught. In addition, include a narrative stating the variance.
 - None of the above
58. Which statement is true?
- In the 1990s, some Madagascar sapphires were incorrectly identified as Kashmir due to similar inclusions and properties
 - Origin reports are factual documents that sellers can rely on for setting value.
 - Ruby and sapphire origin reports are generally very accurate because there are only a handful of viable mining sources
 - Origin reports are based solely on gemological information in all cases
59. Sanctions on Burmese rubies and jade have had what effect on demand and pricing?
- Since any new gems are illegal to buy and sell, the trade has stopped and prices have fallen
 - There does not seem to be any major impact as the trade still seeks out these gems and pays significant premiums
 - There has been a decrease in supply due to sanctions which has driven prices up further
 - There has been an increase in supply since the U.S. is not buying these gems, so the prices are falling
60. The reason some labs have adopted nomenclature to call the neon tourmalines from Brazil or African sources "Paraíba" is that:
- The gems are identical in color and difficult to separate origin
 - The African sources can look better than the Brazilian source, but since it was found in Paraíba state, that is the name that took hold in the industry
 - Paraíba tourmaline and cuprian tourmaline are both colored by copper and manganese, so even though differing amounts, the Paraíba name is more trade-friendly



END OF QUESTIONNAIRE

THANK YOU