

Name _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) Two technicians are discussing the duties of a shop foreman and a service manager. Technician A says that a shop foreman diagnoses vehicle problems. Technician B says that the service manager usually repairs vehicles. Which technician is correct? 1) _____
 - A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician

- 2) Large national service facility chains may offer training programs for entry level technicians. 2) _____
 - A) True
 - B) False

- 3) All of the following are usual duties of a lube technician EXCEPT _____. 3) _____
 - A) oil change
 - B) air filter replacement
 - C) water pump replacement
 - D) accessory drive belt inspection

- 4) The shop foreman performs diagnostic tasks and assists other service technicians. 4) _____
 - A) True
 - B) False

- 5) Who is responsible for finding the correct part needed by the service technician? 5) _____
 - A) Counter person
 - B) Service technician
 - C) Shop foreman
 - D) Service advisor

- 6) Manufacturer warranty repair can be performed at independent service shops. 6) _____
 - A) True
 - B) False

- 7) Which of these is an accurate description of a service advisor's responsibilities? 7) _____
 - A) Thoroughly document details regarding the customer's concern.
 - B) Perform a preliminary diagnosis.
 - C) Both A and B
 - D) Neither A nor B

- 8) Which of these is TRUE regarding the work order? 8) _____
 - A) It is a legal document.
 - B) The customer signs it to authorize service.
 - C) It includes a description of the vehicle.
 - D) All of these

9) A service advisor is also called a _____.

- A) shop foreman
- B) service manager
- C) service writer
- D) technician

9) _____

10) Bumper to bumper warranty coverage is longer than powertrain warranty coverage.

- A) True
- B) False

10) _____

Answer Key

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1) A

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2) A

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3) C

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4) A

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5) A

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6) B

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7) A

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8) D

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9) C

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10) B

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