

Name _____

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

- 1) Which job would be concerned with working hours and pay? 1) _____
A) Service manager
B) Shop foreman
C) Service advisor
D) Service technician

- 2) 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? 2) _____
A) Technician A only
B) Technician B only
C) Both technicians A and B
D) Neither technician A nor B

- 3) Every work order should include the vehicle identification number. 3) _____
A) True
B) False

- 4) What is NOT included on a work order? 4) _____
A) Customer's mother's maiden name
B) VIN
C) Mileage
D) Description of work requested

- 5) Independent service facilities often provide in-service training for their technicians. 5) _____
A) True
B) False

- 6) The warranty on catalytic converters is at least how long? 6) _____
A) 8 years
B) 12 years
C) 1 year
D) 3 years

- 7) The average age of a passenger car on the road today is over _____ years. 7) _____
A) 9
B) 5
C) 10
D) 3

- 8) Vehicles built today are in service longer than vehicles built twenty years ago. 8) _____
A) True
B) False

9) Who is the person that greets the service customer and completes the work order? 9) _____
A) Service manager
B) Service advisor
C) Service writer
D) Either B or C

10) Which of these is a high school program designed to train aspiring automotive technicians? 10) _____
A) AYES
B) ASE
C) NATEF
D) COBRA

Answer Key

Testname: INTRO_2A

1) A

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2) A

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3) A

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4) A

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5) B

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6) A

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7) A

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8) A

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9) D

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10) A

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