

Name _____

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

- 1) Who is responsible for finding the correct part needed by the service technician? 1) _____
A) Counter person
B) Service technician
C) Shop foreman
D) Service advisor

- 2) Which job would be concerned with the maintenance of shop equipment? 2) _____
A) Service manager
B) Shop foreman
C) Shop owner
D) Any of these

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

- 4) Manufacturer warranty repair can be performed at independent service shops. 4) _____
A) True
B) False

- 5) Which of these is NOT a job related to the automotive industry? 5) _____
A) Technical writer
B) Salesperson
C) Insurance adjuster
D) Cooper

- 6) Bumper to bumper warranty coverage is longer than powertrain warranty coverage. 6) _____
A) True
B) False

- 7) All of the following are usual duties of a lube technician EXCEPT _____. 7) _____
A) Oil change
B) Air filter replacement
C) Water pump replacement
D) Accessory drive belt inspection

- 8) Which of these statements is NOT true regarding new vehicle dealerships? 8) _____
A) They pay for in service technician training on new model vehicles and systems
B) They usually provide uniforms for service technicians
C) They accept very little warranty repair work
D) They often own special service tools specific to their vehicles

9) Which of these is true regarding the work schedule of a typical automotive service technician? 9) _____

- A) It is generally a 45 hour work week
- B) The shop is usually closed on weekends
- C) Evening work may be required
- D) Two days off every five days

10) What is NOT included on a work order? 10) _____

- A) Customer's mother's maiden name
- B) VIN
- C) Mileage
- D) Description of work requested

Answer Key

Testname: INTRO_2B

1) A

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2) D

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3) A

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4) B

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5) D

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6) B

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7) C

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8) C

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9) C

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10) A

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