

Name \_\_\_\_\_

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

- 1) Technician A says that a person with crossed arms is probably not listening to what you're saying. Technician B says that crossed arms is a sign the customer is interested in what the technician is saying. Which technician is correct? 1) \_\_\_\_\_  
A) Technician A  
B) Technician B  
C) Both technicians  
D) Neither technician
  
- 2) Eye contact conveys sincerity and interest. 2) \_\_\_\_\_  
A) True  
B) False
  
- 3) Which of these terms refers to the ability to hear and understand what the customer is saying in a way that demonstrates your understanding to the customer? 3) \_\_\_\_\_  
A) Active listening  
B) Passive listening  
C) Active hearing  
D) Artful listening
  
- 4) Flat rate pay means \_\_\_\_\_. 4) \_\_\_\_\_  
A) The same pay (flat rate) every week  
B) The same number of hours every week  
C) The technician is paid according to the job, not the number of hours worked  
D) The technician is paid overtime
  
- 5) Technician A says that phone conversations are more positive if you smile when you talk. Technician B says that it doesn't matter if you smile during a phone conversation because the customer can't see you. Which technician is correct? 5) \_\_\_\_\_  
A) Technician A  
B) Technician B  
C) Both technicians  
D) Neither technician
  
- 6) Technician A says that since the technicians in the shop work as a team, its okay to borrow another technicians tools without asking. Technician B says to return borrowed tools in clean working condition. Which technician is correct? 6) \_\_\_\_\_  
A) Technician A  
B) Technician B  
C) Both technicians  
D) Neither technician
  
- 7) A mentor can best help the trainee learn by giving minimal advice. 7) \_\_\_\_\_  
A) True  
B) False

- 8) If running late, the wise technician should \_\_\_\_\_. 8) \_\_\_\_\_
- A) Call the shop and let them know you will be late
  - B) Speed up
  - C) Call the shop and take the day off
  - D) Stop and eat a good breakfast before going to the shop
- 9) Technician A says that more flat-rate time should be allotted to repair extremely rusted or dirty vehicles. Technician B says that more flat-rate time should be allotted for less experienced technicians. Which technician is correct? 9) \_\_\_\_\_
- A) Technician A
  - B) Technician B
  - C) Both technicians
  - D) Neither technician
- 10) Which of the following can NOT be used to determine labor time for a repair? 10) \_\_\_\_\_
- A) Factory service manual
  - B) Chilton time guide
  - C) Mitchell guide
  - D) Alldata

## Answer Key

Testname: INTRO\_4A

1) A

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2) A

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3) A

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4) C

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5) A

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6) B

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7) B

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8) A

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9) A

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10) A

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