

Name \_\_\_\_\_

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

- 1) A mentor can best help the trainee learn by giving minimal advice. 1) \_\_\_\_\_  
A) True  
B) False
  
- 2) Customer pay (CP) means \_\_\_\_\_. 2) \_\_\_\_\_  
A) Customer pays for the repair or service  
B) Warranty does not pay for the repair or service  
C) The technician often gets paid more for the job  
D) All of these
  
- 3) 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? 3) \_\_\_\_\_  
A) Technician A  
B) Technician B  
C) Both technicians  
D) Neither technician
  
- 4) Technician A says that aftermarket parts must meet more demanding criteria than OEM parts. Technician B says that the cost of an aftermarket part may be about the same as an OEM part from the dealer. Which technician is correct? 4) \_\_\_\_\_  
A) Technician A  
B) Technician B  
C) Both technicians  
D) Neither technician
  
- 5) Which of these are helpful websites for technical information on the Internet? 5) \_\_\_\_\_  
A) Google  
B) IATN  
C) NASTF  
D) All of these
  
- 6) Facial expressions are what type of communication? 6) \_\_\_\_\_  
A) Verbal  
B) Written  
C) Implied  
D) None of these

- 7) Technician A writes each diagnostic step on the work order using manufacturer-specific terminology. Technician B writes legibly so the service consultant and customer can read the repair procedure performed. Which technician is correct? 7) \_\_\_\_\_
- A) Technician A
  - B) Technician B
  - C) Both technicians
  - D) Neither technician
- 8) Types of communications include \_\_\_\_\_. 8) \_\_\_\_\_
- A) Verbal (talking)
  - B) Written
  - C) Nonverbal
  - D) All of these
- 9) Housekeeping duties of a technician can include \_\_\_\_\_. 9) \_\_\_\_\_
- A) Cleaning the floor
  - B) Keeping the work area clean and organized
  - C) Keeping items off the floor whenever possible
  - D) All of the above
- 10) Which of these are effective telephone communication tips? 10) \_\_\_\_\_
- A) Avoid the use of industry abbreviations like EGR
  - B) Thank the caller for calling
  - C) Try to keep the conversation positive
  - D) All of these

## Answer Key

Testname: INTRO\_4B

1) B

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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) D

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7) B

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8) D

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9) D

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10) D

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