

Name _____

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

- 1) Which description best fits the role of a service advisor? 1) _____
 - A) A skilled technician
 - B) A beginning technician
 - C) A customer service representative
 - D) A money manager

- 2) What is NOT a duty of a general service technician? 2) _____
 - A) Have the customer sign the work order.
 - B) Order the parts needed.
 - C) Diagnose the customer's concern.
 - D) Perform vehicle repair procedures.

- 3) Technician A says that vehicle warranties are limited by mileage. Technician B says that vehicle warranties are limited by vehicle age. Which technician is correct? 3) _____
 - A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician

- 4) Independent service facilities often provide in-service training for their technicians. 4) _____
 - A) True
 - B) False

- 5) The warranty on catalytic converters is at least how long? 5) _____
 - A) 8 years
 - B) 12 years
 - C) 1 year
 - D) 3 years

- 6) Which of these is TRUE regarding the work order? 6) _____
 - 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

- 7) Who greets the service customer and completes the work order? 7) _____
 - A) Service manager
 - B) Service advisor
 - C) Service writer
 - D) Either B or C

- 8) Which of these is TRUE regarding the work schedule of a typical automotive service technician? 8) _____
- A) It is generally a 40 hour work week.
 - B) Weekend work may be required.
 - C) Evening work may be required.
 - D) All of these
- 9) Vehicles built today are in service longer than vehicles built twenty years ago. 9) _____
- A) True
 - B) False
- 10) All of the following are usual duties of a lube technician EXCEPT _____. 10) _____
- A) oil change
 - B) air filter replacement
 - C) water pump replacement
 - D) accessory drive belt inspection

Answer Key

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1) C

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2) A

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3) C

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4) B

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5) A

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6) D

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7) D

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8) D

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9) A

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10) C

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