

Name \_\_\_\_\_

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

- 1) Which of these are effective telephone communication tips? 1) \_\_\_\_\_  
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
- 2) 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? 2) \_\_\_\_\_  
A) Technician A only  
B) Technician B only  
C) Both technicians  
D) Neither technician
- 3) A new technician trainee can get advice about what tools to buy from \_\_\_\_\_. 3) \_\_\_\_\_  
A) an experienced customer  
B) a mentor  
C) the tool truck salesperson  
D) the dealership parts department
- 4) Housekeeping duties of a technician can include \_\_\_\_\_. 4) \_\_\_\_\_  
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
- 5) The phrase written on the work order, "drove the vehicle to confirm the customer's complaint" falls under which section of the work order? 5) \_\_\_\_\_  
A) Concern  
B) Cause  
C) Correction  
D) All of these
- 6) 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? 6) \_\_\_\_\_  
A) Technician A only  
B) Technician B only  
C) Both technicians  
D) Neither technician

- 7) All of these are usually responsible for assigning labor time on a work order EXCEPT the \_\_\_\_\_ 7) \_\_\_\_\_
- A) technician
  - B) service consultant
  - C) warranty clerk
  - D) service manager
- 8) The three Cs include \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_. 8) \_\_\_\_\_
- A) correction; correct torque; customer name
  - B) concern; cause; correction
  - C) cause; cost; caller name
  - D) captured data; cause; cost of the repair
- 9) If running late, the wise technician should \_\_\_\_\_. 9) \_\_\_\_\_
- 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
- 10) When documenting the work order, what things should be listed? 10) \_\_\_\_\_
- A) The test equipment used in the diagnosis
  - B) The test procedure that was followed
  - C) The parts that were replaced
  - D) All the above

## Answer Key

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1) D

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2) C

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3) B

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4) D

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5) A

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6) A

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7) A

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8) B

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9) A

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10) D

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