

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