

Name \_\_\_\_\_

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

- 1) Technician A says that customer pay rate is sometimes higher than the factory flat rate. Technician B says that the factory flat rate times are usually longer (given more time) compared to aftermarket flat rate time guides. Which technician is correct? 1) \_\_\_\_\_  
A) Technician A only  
B) Technician B only  
C) Both technicians  
D) Neither technician
- 2) Which of these are helpful websites for service information on the Internet? 2) \_\_\_\_\_  
A) Google  
B) IATN  
C) NASTF  
D) All of these
- 3) The three Cs include \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_. 3) \_\_\_\_\_  
A) correction; correct torque; customer name  
B) concern; cause; correction  
C) cause; cost; caller name  
D) captured data; cause; cost of the repair
- 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 only  
B) Technician B only  
C) Both technicians  
D) Neither technician
- 5) Flat rate pay means \_\_\_\_\_. 5) \_\_\_\_\_  
A) the same pay 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
- 6) Facial expressions are what type of communication? 6) \_\_\_\_\_  
A) Verbal  
B) Written  
C) Implied  
D) None of these

- 7) A new technician trainee can get advice about what tools to buy from \_\_\_\_\_. 7) \_\_\_\_\_  
A) an experienced customer  
B) a mentor  
C) the tool truck salesperson  
D) the dealership parts department
- 8) What is the most powerful phrase in human relations, according to the text? 8) \_\_\_\_\_  
A) Thank you  
B) Mr./Mrs.  
C) Can I assist you?  
D) Goodbye
- 9) Types of communications include \_\_\_\_\_. 9) \_\_\_\_\_  
A) verbal  
B) written  
C) nonverbal  
D) all of the above
- 10) 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? 10) \_\_\_\_\_  
A) Technician A only  
B) Technician B only  
C) Both technicians  
D) Neither technician