

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 _____.
- A) technician
 - B) service consultant
 - C) warranty clerk
 - D) service manager
- 8) The three Cs include _____, _____, and _____.
- 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 _____.
- 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?
- 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