

Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. What should a parts specialist do when a customer walks in while they are on the telephone with another customer?

- A. Finish with the telephone customer first.
- B. Put the telephone customer on hold and wait on the walk-in customer.
- C. Acknowledge the walk-in customer and finish with the telephone customer.
- D. Finish with the telephone customer before greeting the walk-in customer.

2. To obtain the correct part, parts specialists should know how to locate what vehicle information?

- A. Vehicle options
- B. VIN
- C. Build date
- D. All of the above

3. Parts specialists should have a basic knowledge of which of the following?

- A. Computer programming
- B. Excel spreadsheets
- C. Vehicle systems
- D. Store shelving systems

4. Which of the following plays a role in creating a positive first impression for customers?

- A. Clothing
- B. Personal hygiene
- C. Outward demeanor
- D. All of the above

5. What is the purpose of an end cap?

- A. To hide the end of the shelf
- B. To showcase merchandise
- C. To store unneeded parts
- D. Any of the above

6. Parts catalogs are normally available in \_\_\_\_\_ format.

- A. digital
- B. online
- C. paper
- D. Either A or B

7. Which of the following is NOT a topic of the parts specialist P2 ASE certification test?

- A. Customer relations
- B. Tire repair
- C. Vehicle identification
- D. Merchandising

8. What additional sales can help the store be more profitable?

- A. Recommending related products
- B. Selling unrelated items
- C. Offering discounts on all items
- D. Ignoring customer's primary needs

9. What information might be needed from customers when researching their parts needs?

- A. Wheel or tire size
- B. Wheelbase
- C. Presence or absence of air conditioning
- D. All of the above

10. What does the tenth character in the VIN represent?

- A. Country of origin
- B. Model of the vehicle
- C. Engine code
- D. Model year

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Chapter 134

Multiple Choice Quiz A

Answer Key

1. C

2. D

3. C

4. D

5. B

6. D

7. B

8. A

9. D

10. D