

Name: _____

Date: _____

1. What is the recommended action for a service consultant when an email conversation becomes too lengthy?

- A. Continue the email conversation
- B. Call the person instead
- C. Send a summary email
- D. Wait for the other person to call

2. Service Consultant A says that appearance is the image we present to the public. Service Consultant B says that a first impression is not all that important if we use a smile. Which service consultant is correct?

- A. Service Consultant A only
- B. Service Consultant B only
- C. Both Consultants A and B
- D. Neither Consultant A nor B

3. When a customer reports their car has an issue when accelerating from a stop, what should the service consultant enter into the system?

- A. Engine Diagnostic
- B. Acceleration Issue
- C. Customer Statement
- D. Predetermined Service

4. What questions can reveal the ethical course of action in a challenging situation?

- A. Is it legal? Is it fair?
- B. How do I feel about it?
- C. Would public opinion find my behavior incorrect?
- D. All of the above

5. Which of the following is NOT a reason customers may be perceived as difficult?

- A. They are visibly upset
- B. They do not understand the product
- C. They are quiet and noncommunicative
- D. They are knowledgeable about the situation

6. What are the five basic needs of customers?

- A. Service, Price, Quality, Action, Appreciation
- B. Service, Price, Quality, Speed, Efficiency
- C. Service, Price, Quality, Action, Convenience
- D. Service, Price, Quality, Action, Discounts

7. What is the best practice for service consultants when making eye contact with customers from different cultures?

- A. Always maintain eye contact
- B. Avoid eye contact as a sign of respect
- C. Be sensitive to cultural differences and use eye contact when appropriate
- D. Use eye contact only when speaking about serious matters

8. What should service consultants do to ensure customers are aware of what to expect during their visit?

- A. Provide an accurate estimate immediately
- B. Explain the diagnostic and repair process
- C. Offer a discount on services
- D. Guarantee a repair time

9. What does the VIN provide information about?

- A. Country of origin and vehicle model year
- B. Vehicle registration details
- C. Vehicle Emission Control Information
- D. All of the above

10. When is the best time to discuss the return of the vehicle with the customer?

- A. During write-up
- B. At the cashier
- C. When making the appointment
- D. During the quality assurance review

Automotive Technology 7th Edition
Chapter 135
Multiple Choice Quiz A
Answer Key

1. B
2. A
3. A
4. D
5. D
6. A
7. C
8. B
9. A
10. A