

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

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

1. A work order is also known as a(n):

- A. Invoice
- B. Repair Order
- C. Technical Service Bulletin
- D. None of the above

2. Which of these is NOT listed as a basic customer need in the chapter?

- A. Service
- B. Water
- C. Price
- D. Appreciation

3. What should a service consultant determine first during a customer's visit to the shop?

- A. The customer's main concern
- B. The cost of potential repairs
- C. The time required for service
- D. The availability of parts

4. What is the recommended communication approach when discussing issues with customers?

- A. Use technical jargon
- B. Speak clearly and concisely
- C. Offer the most expensive solution
- D. Assume the customer's knowledge level

5. What is the importance of documenting the work order accurately?

- A. To ensure the technician can find and correct the root cause
- B. To provide a legal record
- C. To charge the customer correctly
- D. To keep track of inventory

6. Before ending a phone call with a customer, a service consultant must:

- A. Answer all other calls
- B. Make sure the customer was finished
- C. Make sure they made their point
- D. Pause for two seconds of dead air

7. What is a good reason for reviewing the vehicle service history?

- A. It keeps the cost of repair low
- B. It helps address customer concerns
- C. It maximizes shop profits
- D. To repeat the service

8. The performance of maintenance and service activities depends on the shop's ability to:

- A. Read and interpret trouble codes from memory
- B. Interview vehicle owners with an open mind
- C. Research and apply technical information
- D. Quickly interpret schematics and parts diagrams

9. What should be done to make customers feel comfortable and patient while waiting?

- A. Recognize them and make them feel comfortable
- B. Ignore them until it's their turn
- C. Offer them discounts
- D. Provide entertainment

10. How can service consultants convey appreciation to customers?

- A. By offering free services
- B. By giving them gifts
- C. By sending them promotional emails
- D. By saying "thank you" through words and actions

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Chapter 135

Multiple Choice Quiz B

Answer Key

1. B

2. B

3. A

4. B

5. A

6. B

7. B

8. C

9. A

10. D