

Name: _____ Date: _____

1. What skill sets are essential for someone interested in the automotive service field?
 - A. Computer skills and knowledge about fashion
 - B. Culinary skills and a good sense of humor
 - C. Computer skills and hands-on skills
 - D. A keen sense of hearing and good negotiation skills

2. How is service information for vehicles commonly accessed?
 - A. Through physical books
 - B. Via telegrams
 - C. Through direct communication with the manufacturer
 - D. In electronic format

3. How are warranty claims typically submitted?
 - A. Through mail
 - B. Via Internet
 - C. By telephone
 - D. Directly in-person

4. What is one of the benefits of job shadowing for someone interested in becoming a service technician?
 - A. The person can perform some tasks alongside the technician
 - B. The person gets paid for shadowing
 - C. Being able to observe other technicians and the variety of skill levels
 - D. The person gets official certification at the end of shadowing

5. How does the cooperative education program at a high school typically function?
 - A. Work occurs during school hours
 - B. Work is only during the summer after graduation
 - C. Work happens during the afternoon or evening and during the summer between the junior and senior year
 - D. Work is only during weekends

6. What do experts recommend when hearing about a job opening from a friend or newspaper?
 - A. To send your resume online.
 - B. To call the shop or dealership.
 - C. To visit the location in person.
 - D. To wait for more information.

7. Why is completing the employment application essential for businesses?
 - A. To determine the skills of the applicant.
 - B. To gather references and emergency contacts.
 - C. To assess the applicant's handwriting.
 - D. To know the applicant's hobbies.

8. When dressing for a service technician position interview, which of the following is advised against?

- A. Wearing a shirt with a collar.
- B. Wearing a suit and tie.
- C. Being clean shaven or having a neat beard.
- D. Wearing shoes that are not sneakers.

9. How should you follow up after a job interview?

- A. By waiting for the company to contact you.
- B. Sending a thank you letter.
- C. Requesting immediate feedback.
- D. Asking for another interview.

10. What is meant by “Flat-rate” in terms of technician payment?

- A. The technician gets a fixed salary irrespective of the hours worked.
- B. The technician is paid per hour of actual work.
- C. The technician is paid a set amount of time for every service operation.
- D. The technician gets commission based on the client's payment.

Chapter 3
Multiple Choice Quiz A
Answer Key

1. C

2. D

3. B

4. C

5. C

6. C

7. B

8. B

9. B

10. C