

Name: _____

Date: _____

1. Which of the following is NOT a factory-sponsored program mentioned in the text?
 - A. Ford ASSET
 - B. Toyota T-STAR
 - C. Chrysler CAP
 - D. General Motors ASEP

2. What is the primary purpose of a resume when job hunting?
 - A. To provide a comprehensive history of one's life
 - B. To obtain a job interview
 - C. To showcase one's hobbies
 - D. To provide references

3. Which of the following is essential for most professional service technicians?
 - A. Having a degree in computer science
 - B. A valid driver's license
 - C. Being an expert in foreign languages
 - D. Owning a private workshop

4. Why should someone be truthful when discussing their experience or knowledge during job applications?
 - A. Lying can often be discovered and remembering a lie can be challenging
 - B. Employers appreciate humorous exaggerations
 - C. Facts and skills can't be learned, so it's best to pretend
 - D. Being dishonest is an admired trait in the automotive industry

5. What do many technicians own in addition to their professional commitments?
 - A. A stock investment in car companies
 - B. A project vehicle, such as a drag race vehicle or a motorcycle
 - C. A library of car literature
 - D. A franchise of automobile parts

6. How is the flat-rate determined for each labor operation?
 - A. It's decided by the dealership.
 - B. It's determined by the vehicle manufacturer based on several technicians performing the operation.
 - C. It's always a standard rate.
 - D. The technician decides it.

7. Which of the following might be deducted from a technician's gross earnings?
 - A. Gifts and bonuses.
 - B. State income tax.
 - C. A percentage of the shop's profit.
 - D. The technician's training fees.

8. What is a major benefit of an employer-sponsored 401(k) account?

- A. Immediate access to saved money.
- B. The contributions are tax-deferred.
- C. The money can be used anytime without penalty.
- D. It guarantees a 10% average return.

9. Housing expenses should not exceed what percentage of gross income?

- A. 20%
- B. 25%
- C. 30%
- D. 35%

10. Which of the following is NOT a duty of becoming a shop owner?

- A. Ordering and paying for shop equipment.
- B. Providing training to new employees.
- C. Handling customers.
- D. Watching competitor activities.

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Chapter 3

Multiple Choice Quiz B

Answer Key

1. B

2. B

3. B

4. A

5. B

6. B

7. B

8. B

9. C

10. D