

Name: _____ Date: _____

1. Which of the following is NOT a trait of a true professional?
 - A. Being accountable
 - B. Developing technical expertise
 - C. Talking a lot about personal life
 - D. Keeping their word

2. Ethics can be best described as:
 - A. A list of professional skills
 - B. Principles that govern the conduct of an individual or group
 - C. A technique used in repairing vehicles
 - D. A set of laws from the government

3. On the first day of the job, the shop owner or supervisor should NOT:
 - A. Introduce the new technician to everyone at the shop
 - B. Show the technician how to drive the vehicles
 - C. Establish the new technician's work area
 - D. Review the training tasks that were completed in school

4. What are the "three Cs" in filling out a work order?
 - A. Concern, Case, Confirmation
 - B. Cause, Confirmation, Cure
 - C. Concern, Cause, Correction
 - D. Customer, Cause, Cure

5. The documentation of the work order can be referred to as:
 - A. Informing the story
 - B. Documenting the tale
 - C. Telling the story
 - D. Writing the novel

6. What does the word "mentor" originate from?
 - A. Latin literature
 - B. Shakespeare's plays
 - C. Greek mythology
 - D. Roman history

7. What was Mentor's primary responsibility in Homer's The Odyssey?
 - A. Protect the royal treasure.
 - B. Accompany Ulysses to the Trojan Wars.
 - C. Guard the city gates.
 - D. Take charge of the royal household in Ulysses' absence.

8. A mentor does NOT function as which of the following?

- A. Teacher
- B. Advocate
- C. Financial analyst
- D. Role model

9. Why can mentoring a trainee be frustrating for an experienced technician?

- A. The trainee often disagrees with the mentor.
- B. The mentor has to double-check the trainee's work for accuracy.
- C. The mentor is not paid extra for training.
- D. The mentor loses their workspace.

10. What is a key factor in building a successful team in a service department?

- A. Hiring only experienced technicians.
- B. Having regular team parties.
- C. Selecting employees willing to work together.
- D. Ensuring all members have individual workspaces.

Automotive Technology 7th Edition

Chapter 4

Multiple Choice Quiz A

Answer Key

1. C

2. B

3. B

4. C

5. C

6. C

7. D

8. C

9. B

10. C