

Chapter 02: Workplace Skills

1. Even if you've never had a job, you may still have skills to offer an employer.

- a. True
- b. False

ANSWER: True

2. A reference can be anyone, including a family member.

- a. True
- b. False

ANSWER: False

3. A résumé must be typewritten.

- a. True
- b. False

ANSWER: True

4. All previous jobs should be listed on a résumé.

- a. True
- b. False

ANSWER: False

5. The same cover letter should be sent out to all potential employers.

- a. True
- b. False

ANSWER: False

6. A job application is a legal document.

- a. True
- b. False

ANSWER: True

7. A social security number can be applied for on line.

- a. True
- b. False

ANSWER: False

8. Nonverbal communication includes body language and tone.

- a. True
- b. False

ANSWER: True

9. An automobile is usually one of the largest expenses a customer has.

- a. True
- b. False

ANSWER: True

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10. The flat rate system favors technicians who work in small shops.

- a. True
- b. False

ANSWER: False

11. Symptom-based diagnostic charts focus on a definition of the problem and offer a list of possible causes of the problem.

- a. True
- b. False

ANSWER: True

12. When explaining a repair to a customer, you should always use precise and complex technical terms to impress the customer of your technical abilities.

- a. True
- b. False

ANSWER: False

13. New rules and regulations, supervisors, fellow employees, vehicle systems, and vehicles are not considered potential sources of stress.

- a. True
- b. False

ANSWER: False

14. All the following are considered technical skills EXCEPT:

- a. ability to use a computer
- b. ability to work with people
- c. ability to play video games
- d. ability to solve puzzles

ANSWER: b

15. All of the following are considered soft skills EXCEPT:

- a. ability to work independently
- b. ability to persuade people
- c. ability to do math problems
- d. ability to negotiate with others

ANSWER: c

16. Which of the following would NOT make a good reference?

- a. teacher
- b. pastor
- c. adult friend
- d. uncle

ANSWER: d

17. Technician A says to include references on a résumé. Technician B says to state that references are available upon request. Who is correct?

- a. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER: b

18. Ideally, a résumé should be _____ pages long.

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- a. one to two b. two to three
- c. three to four d. four to five

ANSWER: a

19. A cover letter should have _____ paragraph(s).

- a. one b. two
- c. three d. four

ANSWER: c

20. Résumés are being discussed. *Technician A* says it is best to drop off a résumé in person. *Technician B* says to call back after three days to make sure they received it. Who is correct?

- a. A only b. B only
- c. both A and B d. neither A nor B

ANSWER: a

21. *Technician A* says getting ready for an interview should include learning about the company. *Technician B* says getting ready for an interview should include making a list of questions that might be asked. Who is correct?

- a. A only b. B only
- c. both A and B d. neither A nor B

ANSWER: c

22. A thank-you letter should be sent within _____ of an interview.

- a. a week b. three days
- c. hours d. five days

ANSWER: b

23. The withholding allowance certificate form is also called a _____.

- a. W-1 b. W-2
- c. W-3 d. W-4

ANSWER: d

24. A technician turns in 50 hours of work in a 40-hour workweek. He is being paid \$20 per flat rate. How much is he actually making per hour?

- a. \$20 per hour b. \$50 per hour
- c. \$25 per hour d. none of these answers is correct

ANSWER: c

25. All the following are employers' responsibilities EXCEPT:

- a. wages b. productivity
- c. instruction d. fringe benefits

ANSWER: b

26. Which of the following are considered part of effective communications?

- a. listening b. reading
- c. writing d. all answers are correct

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ANSWER: d

27. Which of the following is NOT an employee responsibility?

- a. following directions
- b. loyalty
- c. attendance
- d. opportunity

ANSWER: d

28. Critical thinking is being discussed. *Technician A* says it is a way to evaluate something with bias. *Technician B* says good critical thinkers begin the process of problem solving by observation. Who is correct?

- a. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER: b

29. Diagnostic aids include _____.

- a. decision trees
- b. symptom-based diagnostics
- c. a combination of “decision trees” and “symptom-based diagnostics”
- d. none of these answers is correct

ANSWER: c

30. The first step in a logical diagnostic approach is to _____.

- a. gather information
- b. verify the problem exists
- c. research the information
- d. none of these answers is correct

ANSWER: a

31. All the following demonstrate positive behaviors EXCEPT:

- a. initiative
- b. honesty
- c. experience
- d. self-esteem

ANSWER: c

32. Quitting a job is being discussed. *Technician A* says to send a letter of resignation in the mail. *Technician B* says give two weeks notice. Who is correct?

- a. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER: b

33. *Technician A* says a bad driving record can prevent you from getting a job. *Technician B* says once you are hired, your employer cannot legally fire you if you lose your drivers license. Who is correct?

- a. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER: a

34. *Technician A* says a former employer or manager is not a good reference to put on your resume. *Technician B* says only people who work in the automotive service industry should be used as references. Who is correct?

- a. A only
- b. B only

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- c. both A and B d. neither A nor B

ANSWER: d

35. Cover letters should be addressed to _____.
a. the title of the person b. the name of the person
c. "to whom it may concern" d. no one

ANSWER: b

36. A(n) _____ is an honest appraisal of yourself and your career hopes.

ANSWER: employment plan

37. A(n) _____ and _____ are considered personal marketing tools.

ANSWER: résumé, cover letter
cover letter, résumé

38. _____ is a pay system in which a technician is paid for the amount of work done based on the time an average technician needs to be able to perform the job.

ANSWER: Flat rate

39. Working in an automotive facility requires communication with _____, _____, and _____.

ANSWER: supervisors, fellow employees, customers
fellow employees, customers, supervisors,
customers, supervisors, fellow employees

40. The meaning of words can be altered significantly by changing the _____ of your voice.

ANSWER: tone

41. Name three things that an employment plan should contain.

ANSWER: Short-term goals, long-term goals, list of prospective employers

42. What is the purpose of a personal skills inventory?

ANSWER: It helps you to match your skills with an employer's needs.

43. Name five things that should be contained in a résumé.

ANSWER: Contact information, skills/accomplishments, education, work experience, statement about references

44. Describe the flat rate system.

ANSWER: A pay system in which technicians are paid for the amount of work they do

45. Explain the commission system for paying technicians.

ANSWER: Technicians receive an hourly wage plus a percentage of what the shop received from the customer for performing various services.