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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Even if you’ve never had a job, you may still have skills to offer an employer.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 2. A reference can be anyone, including a family member.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 3. A résumé must be typewritten.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 4. All previous jobs should be listed on a résumé.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 5. The same cover letter should be sent out to all potential employers.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 6. A job application is a legal document.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 7. A social security number can be applied for on line.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 8. Nonverbal communication includes body language and tone.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 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 | |

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| 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 | |

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| 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 | |

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| 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 | |

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| 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 | |

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| 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 | |

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| 16. Which of the following would NOT make a good reference?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | teacher | b. | pastor | |  | c. | adult friend | d. | uncle |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 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 | |

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| 18. Ideally, a résumé should be \_\_\_\_\_ pages long.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | one to two | b. | two to three | |  | c. | three to four | d. | four to five |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 19. A cover letter should have \_\_\_\_\_ paragraph(s).   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | one | b. | two | |  | c. | three | d. | four |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 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 | |

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| 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 | |

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| 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 | |

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| 23. The withholding allowance certificate form is also called a \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | W-1 | b. | W-2 | |  | c. | W-3 | d. | W-4 |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 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 | |

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| 25. All the following are employers’ responsibilities EXCEPT:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | wages | b. | productivity | |  | c. | instruction | d. | fringe benefits |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 26. Which of the following are considered part of effective communications?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | listening | b. | reading | |  | c. | writing | d. | all answers are correct |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 27. Which of the following is NOT an employee responsibility?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | following directions | b. | loyalty | |  | c. | attendance | d. | opportunity |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 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 | |

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| 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 | |

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| 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 | |

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| 31. All the following demonstrate positive behaviors EXCEPT:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | initiative | b. | honesty | |  | c. | experience | d. | self-esteem |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 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 | |

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| 33. *Technician A* says a bad driving record can prevent you from getting a job. *Technician B* say 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 | |

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| 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 | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 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 | |

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| 36. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an honest appraisal of yourself and your career hopes.   |  |  | | --- | --- | | *ANSWER:* | employment plan | |

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| 37. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are considered personal marketing tools.   |  |  | | --- | --- | | *ANSWER:* | résumé, cover letter  cover letter, résumé | |

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| 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 | |

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| 39. Working in an automotive facility requires communication with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | supervisors, fellow employees, customers  fellow employees, customers, supervisors,  customers, supervisors, fellow employees | |

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| 40. The meaning of words can be altered significantly by changing the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of your voice.   |  |  | | --- | --- | | *ANSWER:* | tone | |

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| 41. Name three things that an employment plan should contain.   |  |  | | --- | --- | | *ANSWER:* | Short-term goals, long-term goals, list of prospective employers | |

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| --- | --- | --- |
| 42. What is the purpose of a personal skills inventory?   |  |  | | --- | --- | | *ANSWER:* | It helps you to match your skills with an employer’s needs. | |

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| 43. Name five things that should be contained in a résumé.   |  |  | | --- | --- | | *ANSWER:* | Contact information, skills/accomplishments, education, work experience, statement about references | |

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| 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. | |