

Chapter 02 Operational Procedures

Student: _____

1. Which one of the following is not an assertive fact-seeking question?
 - A. When did it last work?
 - B. Has software or hardware changed recently?
 - C. What did you do to cause the problem?
 - D. What applications were running when it locked up?

2. Who should you contact if you notice dangerous cables or other hazardous materials at a customer site?
 - A. Your boss
 - B. Hasmat
 - C. MSDS
 - D. Building Services

3. Which one of the following is *not* generally included in a typical technician toolkit?
 - A. Torx→ wrench
 - B. Philips-head screwdriver
 - C. Flat-head screwdriver
 - D. Hammer
 - E. F: Parts retriever

4. Which one of the following does *not* emit radio waves?

- A. Cell phone
- B. Baby monitor
- C. Wireless network device
- D. Microwave oven
- E. Hemostat

5. What do anti-static mats and wrist straps use to prevent anti-static charges from racing through devices?

- A. Extractors
- B. Resistors
- C. Potential depressors
- D. Multimeters

6. What should you avoid learning at all costs?

- A. Dependability
- B. Customer passwords
- C. Versatility
- D. Responsibility

7. How do you show users the error of their ways without creating anger or conflict?
- A. Using a stern tone of voice
 - B. Electrical potential
 - C. Doing their job for them
 - D. Assertive communication
8. What is process of asking questions after a person has described a situation called?
- A. Respectful communication
 - B. Sensitivity awareness
 - C. Eliciting answers
 - D. Versatility
9. To show that you are dependable and responsible, what should you always be?
- A. Versatile
 - B. On time
 - C. Adaptable
 - D. Reciprocal
10. What is the most important thing you should do at the completion of any work?
- A. Document your work
 - B. Get paid
 - C. Elicit solutions
 - D. Elicit answers

11. You should respect other people's property and follow the _____, also known as the Golden Rule.

12. _____ means to tell the truth and _____ means to do the right thing.

13. Speaking clearly and eliciting answers in a non-judgmental and non-accusatory manner are examples of _____.

14. At the completion of work, you should _____ the problem and solution and _____ with the customer.

15. Anti-static wrist straps, mats, and bags are used to prevent _____.

16. Most companies require a signed _____ to perform work.

17. Completing the _____ protects from worry and litigation.

18. _____ bags help prevent ESD while parts are stored.

19. _____ can affect PC speakers and wireless networks, among other equipment.

20. _____ and _____ can both cause safety issues if not properly attended to while working on equipment.

21. What is the first step in assertive communication?

22. What should you do if a coworker calls you for assistance while you are working with a customer?

23. What are the keys to effective relationships when dealing with customers?

24. Should you build customer confidence and trust in your technical abilities by memorizing customer passwords and confidential document locations?

25. Is EMI more dangerous than ESD?

26. What item, when left loose, can get caught in equipment fans?

27. What should be removed before working on equipment, to reduce risk of electric shock?

28. Why must a Work Authorization be accomplished?

29. What are some examples of equipment that can be affected by radio frequency interference (RFI)?

30. What should sensitive parts be stored in to help prevent damage from ESD?

Chapter 02 Operational Procedures **Key**

1. Which one of the following is not an assertive fact-seeking question?

(p. 25)

- A. When did it last work?
- B. Has software or hardware changed recently?
- C. What did you do to cause the problem?
- D. What applications were running when it locked up?

Difficulty: Medium

Meyers - Chapter 02 #1

2. Who should you contact if you notice dangerous cables or other hazardous materials at a customer site?

(p. 33)

- A. Your boss
- B. Hasmat
- C. MSDS
- D. Building Services

Difficulty: Medium

Meyers - Chapter 02 #2

3. Which one of the following is *not* generally included in a typical technician toolkit?

(p. 34)

- A. Torx→ wrench
- B. Philips-head screwdriver
- C. Flat-head screwdriver
- D. Hammer
- E. F: Parts retriever

Difficulty: Medium

Meyers - Chapter 02 #3

4. Which one of the following does *not* emit radio waves?

(p. 32)

- A. Cell phone
- B. Baby monitor
- C. Wireless network device
- D. Microwave oven
- E. Hemostat

Difficulty: Hard

Meyers - Chapter 02 #4

5. What do anti-static mats and wrist straps use to prevent anti-static charges from racing through devices?

(p. 30)

- A. Extractors
- B. Resistors
- C. Potential depressors
- D. Multimeters

Difficulty: Medium

Meyers - Chapter 02 #5

6. What should you avoid learning at all costs?

(p. 23)

- A. Dependability
- B.** Customer passwords
- C. Versatility
- D. Responsibility

Difficulty: Easy

Meyers - Chapter 02 #6

7. How do you show users the error of their ways without creating anger or conflict?

(p. 25)

- A. Using a stern tone of voice
- B. Electrical potential
- C. Doing their job for them
- D.** Assertive communication

Difficulty: Easy

Meyers - Chapter 02 #7

8. What is process of asking questions after a person has described a situation called?

(p. 27)

- A. Respectful communication
- B. Sensitivity awareness
- C.** Eliciting answers
- D. Versatility

Difficulty: Medium

Meyers - Chapter 02 #8

9. To show that you are dependable and responsible, what should you always be?

(p. 23)

- A. Versatile
- B. On time**
- C. Adaptable
- D. Reciprocal

Difficulty: Easy

Meyers - Chapter 02 #9

10. What is the most important thing you should do at the completion of any work?

(p. 29)

- A. Document your work**
- B. Get paid
- C. Elicit solutions
- D. Elicit answers

Difficulty: Easy

Meyers - Chapter 02 #10

11. You should respect other people's property and follow the _____, also known as the Golden Rule.

(p. 23)

Ethic of Reciprocity

Difficulty: Medium

Meyers - Chapter 02 #11

12. _____ means to tell the truth and _____ means to do the right thing.

(p. 22)

Honesty; integrity

Difficulty: Easy

Meyers - Chapter 02 #12

13. Speaking clearly and eliciting answers in a non-judgmental and non-accusatory manner are examples of _____.

(p. 25)

assertive communication

Difficulty: Medium

Meyers - Chapter 02 #13

14. At the completion of work, you should _____ the problem and solution and _____ with the customer.

(p. 29)

document; follow up

Difficulty: Easy

Meyers - Chapter 02 #14

15. Anti-static wrist straps, mats, and bags are used to prevent _____.

(p. 29)

electrostatic discharge (ESD)

Difficulty: Medium

Meyers - Chapter 02 #15

16. Most companies require a signed _____ to perform work.

(p. 24)

Work Authorization

Difficulty: Easy

Meyers - Chapter 02 #16

17. Completing the _____ protects from worry and litigation.

(p. 24)

paperwork

Difficulty: Easy

Meyers - Chapter 02 #17

18. _____ bags help prevent ESD while parts are stored.

(p. 30)

Anti-static

Difficulty: Easy

Meyers - Chapter 02 #18

19. _____ can affect PC speakers and wireless networks, among other equipment.

(p. 32)

Radio frequency interference (RFI)

Difficulty: Easy

Meyers - Chapter 02 #19

20. _____ and _____ can both cause safety issues if not properly attended to while working on equipment.

(p. 34)

Loose hair; jewelry

Difficulty: Easy

Meyers - Chapter 02 #20

21. What is the first step in assertive communication?

(p. 25)

The first step in assertive communication is to show respect for others, and the second step is to state the problem clearly without accusation.

Difficulty: Easy

Meyers - Chapter 02 #21

22. What should you do if a coworker calls you for assistance while you are working with a customer?
(p. 25)

If you get a work-related call, politely excuse yourself, walk away for privacy, and keep the call brief.

Difficulty: Medium

Meyers - Chapter 02 #22

23. What are the keys to effective relationships when dealing with customers?
(p. 22-29)

Being on time, avoiding accusatory questions, demonstrating integrity, treating others with respect, and using other assertive communications are guidelines you should always follow to deal with customers effectively.

Difficulty: Easy

Meyers - Chapter 02 #23

24. Should you build customer confidence and trust in your technical abilities by memorizing customer passwords and confidential document locations?
(p. 23)

No. Avoid learning other folks' passwords, and always respect confidential customer property.

Difficulty: Medium

Meyers - Chapter 02 #24

25. Is EMI more dangerous than ESD?

(p. 31)

No. EMI (electromagnetic interference) isn't nearly as dangerous as ESD (electrostatic discharge). Although EMI can cause damage, ESD is the greatest killer of PCs and components.

Difficulty: Hard

Meyers - Chapter 02 #25

26. What item, when left loose, can get caught in equipment fans?

(p. 34)

Hair

Difficulty: Easy

Meyers - Chapter 02 #26

27. What should be removed before working on equipment, to reduce risk of electric shock?

(p. 34)

Jewelry

Difficulty: Easy

Meyers - Chapter 02 #27

28. Why must a Work Authorization be accomplished?

(p. 24)

To record the customer's name, billing information, time and date, and scope of work.

Difficulty: Easy

Meyers - Chapter 02 #28

29. What are some examples of equipment that can be affected by radio frequency interference (RFI)?

(p. 32)

PC speakers and wireless networks can both be affected by RFI.

Difficulty: Easy

Meyers - Chapter 02 #29

30. What should sensitive parts be stored in to help prevent damage from ESD?

(p. 30)

Anti-static bags

Difficulty: Easy

Meyers - Chapter 02 #30

Chapter 02 Operational Procedures Summary

<u>Category</u>	<u># of Questions</u>
Difficulty: Easy	18
Difficulty: Hard	2
Difficulty: Medium	10
Meyers - Chapter 02	30