

Chapter 01: Workplace Etiquette and Productivity

True / False

1. A good worker should always be looking for ways to improve the quality and efficiency of his work.

a. True

b. False

ANSWER: True

2. Prefabrication is the assembling of any part of the job before its final installation.

a. True

b. False

ANSWER: True

3. A company with a good reputation must have the lowest prices.

a. True

b. False

ANSWER: False

4. Accuracy in written communication is critical because it lasts forever.

a. True

b. False

ANSWER: True

Multiple Choice

Which of the following is a benefit of pre-planning?

5. New Question

a. enhances professionalism

b. enables you to work more quickly

c. lets you know how much and when materials are needed

d. all of the above

ANSWER: d

6. What is a change order?

a. the document produced to describe a part of the job requirement that has been changed from what was originally bid

b. an invoice that is marked as "paid"

c. a contractor request for a change of personnel

d. another name for the invoice issued

ANSWER: a

Which of the following is a benefit of prefabrication?

7. New Question

- a. On-site provides better working conditions.
- b. The shop provides better working conditions.
- c. Workload and overtime increases.
- d. Experienced technicians must complete all the work.

ANSWER: b

Which of the following is NOT a good example of a task that could be completed in prefabrication?

8. New Question

- a. installing faucets on lavatories
- b. testing a waterproof membrane beneath a field-fabricated shower
- c. installing garbage disposals
- d. banking together carriers for urinals

ANSWER: b

Which of the following is NOT a best practice for email communication?

9. New Question

- a. double-checking the address
- b. being mindful of tone
- c. using texting or abbreviated language
- d. proofreading before hitting the Send button

ANSWER: c

Which of the following might be a consequence of writing illegibly on a customer invoice?

10. New Question

- a. a wrong part being ordered
- b. not being able to call back the customer
- c. incorrect billing
- d. all of the above

ANSWER: d