

Chapter 02 Operational Procedures

Student: _____

1. Which one of the following is not an assertive fact-seeking question?
 - A.
 - B.
 - C.
 - D.
2. Who should you contact if you notice dangerous cables or other hazardous materials at a customer site?
 - A.
 - B.
 - C.
 - D.
3. Which one of the following is *not* generally included in a typical technician toolkit?
 - A.
 - B.
 - C.
 - D.
 - E.
4. Which one of the following does *not* emit radio waves?
 - A.
 - B.
 - C.
 - D.
 - E.

5. What do anti-static mats and wrist straps use to prevent anti-static charges from racing through devices?
- A.
 - B.
 - C.
 - D.
6. What should you avoid learning at all costs?
- A.
 - B.
 - C.
 - D.
7. How do you show users the error of their ways without creating anger or conflict?
- A.
 - B.
 - C.
 - D.
8. What is process of asking questions after a person has described a situation called?
- A.
 - B.
 - C.
 - D.
9. To show that you are dependable and responsible, what should you always be?
- A.
 - B.
 - C.
 - D.

10. What is the most important thing you should do at the completion of any work?
- A.
B.
C.
D.
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.
(p. 25)

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

- A.
- B.
- C.**
- D.

Difficulty: Medium
Meyers - Chapter 02 #1

2.
(p. 33)

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

- A.
- B.
- C.
- D.**

Difficulty: Medium
Meyers - Chapter 02 #2

3.
(p. 34)

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

- A.
- B.
- C.
- D.**
- E.

Difficulty: Medium
Meyers - Chapter 02 #3

4.
(p. 32)

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

- A.
- B.
- C.
- D.
- E.**

Difficulty: Hard
Meyers - Chapter 02 #4

5.
(p. 30)

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

- A.
- B.**
- C.
- D.

Difficulty: Medium
Meyers - Chapter 02 #5

6.
(p. 23)

What should you avoid learning at all costs?

- A.
- B.**
- C.
- D.

Difficulty: Easy
Meyers - Chapter 02 #6

7.
(p. 25)

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

- A.
- B.
- C.
- D.**

Difficulty: Easy
Meyers - Chapter 02 #7

8.
(p. 27)

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

- A.
- B.
- C.**
- D.

Difficulty: Medium
Meyers - Chapter 02 #8

9.
(p. 23)

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

- A.
- B.**
- C.
- D.

Difficulty: Easy
Meyers - Chapter 02 #9

10.
(p. 29)

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

- A.**
- B.
- C.
- D.

Difficulty: Easy
Meyers - Chapter 02 #10

11.
(p. 23)

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

Ethic of Reciprocity

Difficulty: Medium
Meyers - Chapter 02 #11

12.
(p. 22)

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

Honesty; integrity

Difficulty: Easy
Meyers - Chapter 02 #12

13.
(p. 25)

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

assertive communication

Difficulty: Medium
Meyers - Chapter 02 #13

14.
(p. 29)

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

document; follow up

Difficulty: Easy
Meyers - Chapter 02 #14

15.
(p. 29)

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

electrostatic discharge (ESD)

Difficulty: Medium
Meyers - Chapter 02 #15

16.
(p. 24)

Most companies require a signed _____ to perform work.

Work Authorization

Difficulty: Easy
Meyers - Chapter 02 #16

17.
(p. 24)

Completing the _____ protects from worry and litigation.

paperwork

Difficulty: Easy
Meyers - Chapter 02 #17

18.
(p. 30)

_____ bags help prevent ESD while parts are stored.

Anti-static

Difficulty: Easy
Meyers - Chapter 02 #18

19.
(p. 32)

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

Radio frequency interference (RFI)

Difficulty: Easy
Meyers - Chapter 02 #19

20.
(p. 34)

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

Loose hair; jewelry

Difficulty: Easy
Meyers - Chapter 02 #20

21.
(p. 25)

What is the first step in assertive communication?

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.
(p. 25)

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

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.
(p. 22-29)

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

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.
(p. 23)

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

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

Difficulty: Medium
Meyers - Chapter 02 #24

25.
(p. 31)

Is EMI more dangerous than ESD?

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.
(p. 34)

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

Hair

Difficulty: Easy
Meyers - Chapter 02 #26

27.
(p. 34)

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

Jewelry

Difficulty: Easy
Meyers - Chapter 02 #27

28.
(p. 24)

Why must a Work Authorization be accomplished?

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

Difficulty: Easy
Meyers - Chapter 02 #28

29.
(p. 32)

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

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

Difficulty: Easy
Meyers - Chapter 02 #29

30.
(p. 30)

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

Anti-static bags

Difficulty: Easy
Meyers - Chapter 02 #30

Chapter 02 Operational Procedures **Summary**