

Chapter 2 Physical Resources

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) Along with the technical tools and equipment needed in a shop, you must also have which of the following to be able to function in today's market? 1) _____
- A) Shop equipment
 - B) Communication system
 - C) Repair stalls
 - D) All of the above
 - E) None of the above
- 2) Which of the following computer operations would not be used to increase the efficiency of a repair shop? 2) _____
- A) Management reporting
 - B) Repair order writing
 - C) Employee E-mail
 - D) Free internet access for all employees
- 3) When designing your new shop's parking area which of these items must be considered? 3) _____
- A) To save costs, employees and customers will use the same parking area
 - B) Clearly marked customer parking
 - C) Both A and B
 - D) Neither A nor B

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 4) The majority of space needed for a service shop is the offices and space for customers. 4) _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 5) The only common communication tool listed that is not found in today's modern repair shop is _____ 5) _____
- A) Telephones
 - B) Text
 - C) E-mail
 - D) Telegraphs
 - E) None of the above
- 6) In addition to having enough space and doing quality repairs, a shop should _____. 6) _____
- A) Project a professional image
 - B) Have adequate signage
 - C) Have curb appeal
 - D) All of the above
 - E) None of the above
- 7) Which of the following is a common computer-based operation in a modern shop? 7) _____
- A) Appointments
 - B) Basic communication via e-mail
 - C) Inventory control
 - D) All of the above
 - E) None of the above

8) One of the most common big-ticket items specific to each major automotive repair areas is _____ 8) _____
A) Automotive transmission
B) Engine mechanical
C) Steering and suspension
D) All of the above
E) None of the above

9) Which of the following is one of the most basic pieces of equipment common to all shops? 9) _____
A) Adequate lighting
B) Workbenches
C) Centralized power exhaust system
D) All of the above
E) None of the above

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

10) Many shops have transitioned away from Wi-Fi to stationary hard-wired communications systems. 10) _____

11) All shops need a computing system. 11) _____

12) The typical service shop dedicates most of its facility space to the repair stalls 12) _____

13) An important part of the job for technicians is to be able to change quickly and conveniently from street clothes into work uniforms. 13) _____

14) The parking area represents a larger investment than a building. 14) _____

15) Very few shops include an area for cleaning customer vehicles. 15) _____

16) Employees in small shops may perform both administrative and repair duties. 16) _____

17) Many larger independent shops carry enough inventory to act as retail parts outlets. 17) _____

18) The first impression that the customer has when they enter your service facility typically sets the tone of the overall customer experience. 18) _____

19) A waiting area is not very important to provide to customers. 19) _____

20) A shop does not typically provide specialty tools. 20) _____

Answer Key

Testname: UNTITLED2

- 1) D
- 2) D
- 3) B
- 4) FALSE
- 5) D
- 6) D
- 7) D
- 8) D
- 9) D
- 10) FALSE
- 11) TRUE
- 12) TRUE
- 13) TRUE
- 14) FALSE
- 15) FALSE
- 16) TRUE
- 17) TRUE
- 18) TRUE
- 19) FALSE
- 20) FALSE