

Name \_\_\_\_\_ Date \_\_\_\_\_

***DIRECTIONS: Read each question and all possible answers completely. Then decide which answer is most completely correct. Circle the letter (a, b, etc.) to indicate the correct answer. There is only one correct answer per question. Follow your instructor's directions.***

1. No matter how messy the job at hand may leave you,
  - a. wash up before leaving.
  - b. leave your messy clothes for the next job.
  - c. come to the next job neat and clean.
  - d. do not worry how you look for the next job.
  
2. Watch a qualified mechanic at work and
  - a. socialize with him.
  - b. ask all the questions that come to mind.
  - c. tell him about your problems.
  - d. assist when needed.
  
3. When newcomers come to the jobsite
  - a. answer all their questions even if you have to guess.
  - b. inform your foreman/supervisor of their arrival.
  - c. socialize with them.
  - d. escort them to your coworkers.
  
4. Taking notes
  - a. keeps you busy.
  - b. takes up time.
  - c. shows you understood what is being said.
  - d. tells the speaker that what he is saying is important.
  
5. Lowering one's head at the end of a statement or raising the head at the end of a question are examples of
  - a. gestures.
  - b. body language.
  - c. appearance.
  - d. initial impact.
  
6. Eye contact
  - a. conveys distrust.
  - b. transmits information and attitudes.
  - c. makes people feel cut off.
  - d. should be avoided.

7. To make a positive initial impact,
  - a. introduce yourself clearly.
  - b. do a careful job.
  - c. write a detailed invoice.
  - d. explain how you will satisfy the customer's requests.
  
8. To ensure that you and your company get paid for your work, be sure
  - a. the customer likes what you say you are going to do to satisfy the request.
  - b. ~~the~~customer likes you.
  - c. the customer likes your company.
  - d. the invoice details your labor time and the materials used.
  
9. If you cannot meet deadlines on a new work/construction job,
  - a. let your supervisor explain to the contractor.
  - b. work faster and try not to show that you are behind.
  - c. refuse to tell anyone that you are behind.
  - d. tell your coworkers that the deadlines are too stiff.
  
10. If a change in the blueprints requires a field change in the system,
  - a. check with your supervisor to get permission.
  - b. immediately make the change.
  - c. do not make any changes.
  - d. complain to the people responsible for the changes.