











	Job Role	Field Technician – Small Home Appliances- (Divyangjan)			Question Bank_08	
	QP Code	PWD/ELE/Q3104				
	Originating Sect	Electronics				
S. No.	NOS Details	Questions	Choice A	Choice B	Choice C	Choice D
1	ELE/N3101: Engage with customer for service	Where should a technician check for registered customer complaints?	Manual	Customer care	Inventory	Toolkit
2		Identify the tool 	Screwdriver	Wrench	Multimeter	Hammer
3		The technician must inform the customer about the _____ cost before starting repairs.	delivery	warranty	travel	service
4		The technician must explain why a particular service is the most appropriate.	TRUE	FALSE		
5		What is a key indicator of successful service?	Maximum complaints	Delayed response	Minimum complaints	Miscommunication
6	ELE/N3118: Install the water purifier	What is the recommended distance between the appliance and the power outlet?	1-2 meters	5-6 meters	3-4 meters	Any distance is fine
7		Marking the correct _____ on the wall ensures the purifier will be level and secure.	size	position	width	color
8		All required tools and fitments should be checked to avoid delays during installation.	TRUE	FALSE		
9		What should the technician check after draining the inlet line?	Water pressure	Water clarity	Pipe cleanliness	Air bubbles
10		What part of the purifier requires frequent descaling?	Filter	Membrane	Tank	Valve
11		The technician should report to the superior using the _____ method.	Email	Call	Text	Report form
12		Identify the tool. 	Adjustable Wrench	Pipe Cutter	Teflon Tape	Hose Clamps

13	ELE/N3119: Repair dysfunctional water purifier	What material is typically used under the unit to prevent water spills?	Plastic	Wood	towel	Metal sheet
14		After basic inspection, the technician should _____ the parts to identify the issue.	Assemble	Replace	Ignore	Separate and inspect
15		The unit should be left untested after the water supply is turned on.	TRUE	FALSE		
16		When moving the unit, what should be prioritized?	Quick installation	Aesthetic placement	Avoiding any water spillage	Damage-free handling
17		Identify the image 	Saddle valve	Auto shut off valve	O ring	PCB
18		The service center should be informed about the _____ if a specific module is faulty.	type of module	spare part code	model number	customer location
19	ELE/N3120: Repair dysfunctional mixer/juicer/grinder	The fault diagnosis process for a mixer/grinder can be based solely on visual inspection.	TRUE	FALSE		
20		Identify the component 	indication lamp	commutator	rotary switch	plug.
21		What should you do first when checking the unit's functionality?	Inspect	Disassemble	Clean	Switch
22		Fixing the appliance within the _____ is essential to meet the service standards.	warranty	quality check	scheduled time	material cost
23		Attending to the required number of complaints daily ensures that targets are met.	TRUE	FALSE		
24		What is the primary method of payment recovery?	Refund	Rate sheet	Credit	Discount
25	ELE/N3121: Repair dysfunctional microwave oven	Identify the tools. 	Hammer	Wrench	Screwdriver	Pliers

26		Where is the faulty module replaced?	On-site	At the service center	In the warehouse	At the factory
27		If the appliance is not heating, the technician should check the _____ first.	Timer	Motor	Control panel	Magnetron
28		Which module should be communicated for replacement?	Broken	Faulty	New	Spare
29	ELE/N9905: Work effectively at the workplace	What is the most efficient method for an electronic field technician to share knowledge with their peers?	Sending emails with lengthy descriptions	Using a shared online platform for documentation	Ignoring messages from colleagues	Writing notes on paper and leaving them around
30		What are the advantages of knowing the latest advancements and industry trends for an Electronic Field Technician?	Reduced need for professional development	Improved efficiency in repairing appliances	Decreased customer satisfaction	Increased time spent on breaks
31		How can an Electronic Field Technician ensure their work is done ethically?	By ignoring unethical behavior by colleagues	By prioritizing personal gain over customer needs	By adhering to professional standards and guidelines	By avoiding reporting unethical conduct
32	ELE/N1002: Apply health and safety practices at the workplace	Select a signage where everyone should assemble in case of any emergency at the workplace.				
33		What is Electrostatic Discharge (ESD)?	The flow of electricity through a wire	The discharge of static electricity between two objects	The use of excessive force on components	The presence of water near electronic equipment
34		When an Electronic Field Technician enters a customer's home to fix an item, what should they do first?	Begin working on the appliance immediately	Introduce oneself and explain the purpose of the visit	Locate the appliance needing repair	Start disassembling the appliance to diagnose the issue
35	DGT/VSQ/N0102 : Employability Skills (60 Hours)	Which type of communication is shown in given image?	Verbal communication	Non-verbal communication	Text based communication	Chat boat communication

36	<p>How to handle th customer shown in the image?</p> 	Transfer to a supervisor	Ignore them	Argue with them	Listen, empathize, and find a solution
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