

Mobile Phone Repair Technician (Divyangjan)

Sample Paper

Training Provider		Training Center	
Center SPOC		Batch Id	
Center SPOC Contact No		Assessment date	
Candidate Name		Trainer Name	
Candidate Contact No		Trainer Contact No	
Candidate Signature		Trainer Signature	

Q1. What is the first step when a customer brings a faulty mobile phone?

- a) Replace the battery
- b) Record customer complaint
- c) Open the phone immediately
- d) Format the phone

Q2. Which skill is most important while interacting with customers?

- a) Arguing
- b) Listening carefully
- c) Ignoring questions
- d) Speaking loudly

Q3. A job sheet is used to:

- a) Play games
- b) Record repair details
- c) Charge battery
- d) Store contacts

Q4. Which tool is commonly used to open a mobile phone?

- a) Hammer
- b) Screwdriver set
- c) Pliers only
- d) Chisel

Q5. Before opening a mobile phone, the technician should:

- a) Remove SIM and battery if possible
- b) Wash the phone
- c) Turn on Bluetooth
- d) Insert memory card

Q6. ESD stands for:

- a) Electrical Safety Device
- b) Electrostatic Discharge
- c) Electronic Service Data
- d) Energy Saving Device

Q7. Which item protects mobile components from static electricity?

- a) Safety helmet
- b) ESD wrist strap
- c) Raincoat
- d) Gloves only

Q8. A swollen battery should:

- a) Be reused
- b) Be punctured
- c) Be safely replaced and disposed of
- d) Be heated

Q9. A phone that does not charge may have a faulty:

- a) Speaker
- b) Charging port
- c) Camera
- d) Vibrator

Q10. Which instrument is used to measure voltage?

- a) Multimeter
- b) Magnifier
- c) Tweezers
- d) Brush

Q11. Software flashing is generally used to:

- a) Clean the screen
- b) Repair software issues
- c) Charge battery
- d) Replace display

Q12. If a mobile phone hangs frequently, the issue may be:

- a) Software corruption
- b) SIM color
- c) Cover design
- d) Wallpaper size only

Q13. Which component produces sound during calls?

- a) Display
- b) Earpiece speaker
- c) Antenna
- d) Battery

Q14. A cracked touch screen usually requires:

- a) Charging
- b) Screen replacement
- c) SIM replacement
- d) Speaker replacement



Q15. Which workplace behavior is professional?

- a) Being punctual
- b) Arriving late
- c) Ignoring instructions
- d) Using rude language

Q16. What is the main function of a mobile phone battery?

- a) Increase network signal
- b) Store contacts
- c) Supply power to the phone
- d) Store data

Q17. Which component displays images on a mobile phone?

- a) Speaker
- b) Microphone
- c) LCD/OLED Display
- d) Charger Port

Q18. Unsafe conditions observed at the worksite should be:

- a) Ignored
- b) Reported to the supervisor
- c) Shared only with coworkers
- d) Hidden from management

Q19. Which safety sign indicates danger?

- a) Warning sign
- b) Information sign
- c) Direction sign
- d) Advertisement sign

Q20. Which tool is used for soldering electronic components?

- a) Glue Gun
- b) Soldering Iron
- c) Hammer
- d) Pliers