

Service Technician - Home Appliances

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 meeting a customer for appliance service?

- a) Start repairing immediately
- b) Greet the customer politely and understand the complaint
- c) Ask for payment first
- d) Ignore the customer's concerns

Q2 Effective communication with customers helps to:

- a) Create misunderstandings
- b) Improve customer satisfaction
- c) Increase complaints
- d) Delay service work

Q3. While explaining a repair issue, the technician should use:

- a) Technical jargon only
- b) Simple and clear language
- c) Difficult terminology
- d) No explanation at all

Q4. Customer feedback is important because it:

- a) Has no value
- b) Helps improve service quality
- c) Increases costs only
- d) Delays future work

Q5. Before installing an electrical appliance, a technician should first:

- a) Switch on the appliance
- b) Check the installation site and power supply
- c) Remove all safety features
- d) Ignore manufacturer instructions

Q6. Which tool is commonly used to measure electrical voltage?

- a) Hammer
- b) Multimeter
- c) Spanner
- d) Pliers only

Q7. What should be done before repairing an appliance?

- a) Disconnect the power supply
- b) Increase voltage supply
- c) Remove safety equipment
- d) Continue operation

Q8. A loose electrical connection can cause:

- a) Safe operation only
- b) Overheating and malfunction
- c) Better efficiency
- d) Reduced maintenance needs

Q9. Which document provides installation guidelines for an appliance?

- a) Customer diary
- b) Manufacturer's manual
- c) Newspaper
- d) Invoice only

Q10 After completing a repair, the technician should:

- a) Leave immediately
- b) Test the appliance for proper functioning
- c) Disconnect all wires permanently
- d) Ignore the customer

Q11. Which appliance is used for food preservation?

- a) Mixer Grinder
- b) Iron
- c) Vacuum Cleaner
- d) Refrigerator

Q12. Which component in a refrigerator compresses the refrigerant?

- a) Thermostat Knob
- b) Door Gasket
- c) Compressor
- d) Condenser Fan Cover

Q13. What is the function of a thermostat in an electric iron?

- a) Increases voltage
- b) Reduces wire length
- c) Controls the temperature
- d) Charges the appliance

Q14. If a work-related problem occurs, an employee should:

- a) Hide the issue
- b) Report it through proper channels
- c) Ignore it completely
- d) Blame others immediately

Q15. What should a technician do after completing a repair?

- a) Test the appliance to ensure it works correctly
- b) Pack the tools and leave immediately
- c) Ignore testing
- d) Disconnect all internal wires

Q16. What is the purpose of a first-aid kit at the workplace?

- a) Decoration
- b) Immediate treatment of minor injuries
- c) Storing tools
- d) Keeping documents

Q17. In case of an electrical fire, which type of extinguisher is generally suitable?

- a) Water extinguisher
- b) CO₂ extinguisher
- c) Sand bucket only
- d) Paper extinguisher

Q18. Which skill is most important for effective workplace communication?

- a) Active listening
- b) Ignoring others
- c) Speaking loudly only
- d) Avoiding discussions

Q19. What is the final step after servicing a home appliance?

- a) Clean the work area, test the appliance, and obtain customer confirmation
- b) Leave tools at the customer's home
- c) Disconnect all wiring permanently
- d) Skip documentation

Q20. Why should genuine spare parts be used?

- a) To increase appliance weight
- b) To reduce product quality
- c) To change appliance color
- d) To ensure safety, compatibility, and reliable performance