



# Question Booklet

**Do not use this question booklet to record your answers  
Please respond to the questions using the answer sheet.**



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# Speaking Skills

## Scenario

Please consider each of the following statements and questions, and select the one you are most comfortable speaking about. **You only need to answer the questions from ONE of the statements.** There are no right or wrong answers to any of these questions, but we will be evaluating your ability to communicate your thoughts and opinions. Please try to spend about 20-45 seconds answering each question.

**Statement 1**      Some people believe that domestic cars made by companies such as Ford and General Motors are not as reliable as those produced by foreign companies such as Honda and Toyota.

**Question 1**      Do you think that domestic cars are less or more reliable than foreign-made cars? Why?

**Question 2**      If you were buying a new car, what would be your reasons for buying a domestic or import vehicle?

**Statement 2**      The automotive industry employs tens of thousands of Canadians. Workers choose the industry for a variety of reasons including the opportunity to work with their hands and their heads, their love of cars and the pleasure they derive from fixing things.

**Question 3**      What are some of the reasons you chose to work in the automotive industry?

**Question 4**      What advice would you give a friend thinking about getting a job similar to yours?

**Please turn to page 2 for Statement 3 and Questions 5-6.**

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**Statement 3**

Authorized repair shops such as dealerships generally service newer vehicles of the same make. For example, Ford dealerships generally service Ford products. Non-authorized repair shops generally service a wide variety of makes, which are often out-of-warranty.

**Question 5**

What are some of the reasons you would prefer to work at an authorized or unauthorized repair shop?

**Question 6**

If you owned a 1995 mini-van, what are some reasons you would or would not have your vehicle serviced at a dealership?

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# Help Desk

## Scenario

Please listen to the following taped telephone conversation between a mechanic and a technician working at a help desk operated by Honda. The mechanic has phoned the help desk to learn how to reset a check engine indicator light. Use the information from the conversation to answer the questions below. The clip will play twice, if you wish.

**Question 1** Considering the instructions provided by the help desk, the mechanic should:

- a. keep engine speed in the range of 3000 to 3500 RPM
- b. warm the engine to normal operating temperature by driving the vehicle for 10 minutes
- c. warm the engine to normal operating temperature by driving the vehicle for 20 minutes
- d. keep engine speed in the range of 1500 to 2000 RPM

**Question 2** The mechanic phoned the help desk because he wanted to know:

- a. how to reset a check engine indicator light
- b. how long it should take to warm the engine
- c. how long he needed to idle the engine
- d. how to reset a check oil indicator light

**Question 3** The help desk technician asked the mechanic for what information:

- a. the vehicle's year and model number
- b. the vehicle's age and engine size
- c. the vehicle's engine size and model number
- d. the vehicle's make and year

Please mark your responses on the Answer Sheet

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# Part Supplier

## Scenario

The following scenario involves a taped conversation between a partsperson named Sam and his supervisor named John. They are talking about the problems they are having with a parts supplier. Using information from the audio clip, answer the questions presented below. The clip will play twice, if you wish.

**Question 1** What are two problems Sam mentions about the parts supplier?

- a. their prices are too high and they often deliver the wrong parts
- b. it takes too long for parts to arrive and they always send the wrong parts
- c. it takes too long for parts to arrive and the parts they send are often incorrect
- d. their prices are too high and it takes too long for parts to arrive

**Question 2** What solutions does Sam recommend to John?

- a. not use the current supplier for rush orders
- b. continue using the current supplier as they have been
- c. find another supplier
- d. warn the supplier about the problems and see if the situation improves

**Question 3** What does John ask Sam to do?

- a. call the current supplier to inform them that they will no longer be used for rush orders
- b. provide him with the name of the new supplier that will be used for rush orders
- c. nothing
- d. explain why they should change parts suppliers

Please mark your responses on the Answer Sheet

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# Task Assignment

## Scenario

The following scenario involves a taped conversation between an apprentice named Sue and her supervisor named John. John is providing Sue with a list of tasks that he would like her to finish before shift's end. Using information from this conversation, please answer the questions below. The clip will play twice, if you wish.

**Question 1** What task did Sue just complete?

- a. she rotated and balanced winter tires
- b. she swept out the parts room
- c. she cleaned valve covers
- d. she rotated and balanced tires and cleaned valve covers

**Question 2** John would like Sue to:

- a. balance and stack the tires and sweep the parts room
- b. stack the tires, sweep the parts room, and, if she has time, start cleaning the valve covers
- c. rotate the tires, sweep the parts room, and, if she has time, start cleaning the valve covers
- d. clean the valve covers, sweep the parts room and stack the tires

**Question 3** How much time does Sue have to complete as many tasks as possible?

- a. as much time as it takes
- b. 10 minutes
- c. 20 minutes
- d. 15 minutes

Please mark your responses on the Answer Sheet

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# Dissatisfied Customer

## Scenario

The following scenario involves a taped conversation between a customer named Jane and a service manager named John. Jane is explaining to John why she is unhappy with the work performed on her vehicle and the overall level of service she experienced. Using information from the conversation, answer the questions below. The clip will play twice, if you wish.

**Question 1** One of Jane's complaints is regarding:

- a. the quality of work performed on her car
- b. having to wait in line for 45 minutes when she first dropped off the car
- c. having to wait 30 minutes when she came to pick up her car
- d. being charged for an oil change she didn't request

**Question 2** John offered Jane:

- a. an apology, \$500 off her bill and to not charge for the oil change
- b. an apology, \$300 off her bill and to not charge for the oil change
- c. no apology, \$500 off her bill and to not charge for the oil change
- d. an apology and credit towards future services

**Question 3** Jane thinks that John's offer to take money off her bill and provide free services is:

- a. fair despite still being unhappy about what happened
- b. fair as she is no longer unhappy about what happened
- c. not fair as she is still unhappy with what happened
- d. not fair because she believes she deserves better compensation

Please mark your responses on the Answer Sheet

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# Late for Work

## Scenario

The following scenario involves a taped conversation between an apprentice named Bill and his supervisor named John. John is talking to Bill about showing up for work late. Using information from the conversation, answer the questions below. The clip will play twice, if you wish.

**Question 1** How many times was Bill late this week?

- a. once
- b. twice
- c. three times
- d. four times

**Question 2** Bill was late on Tuesday because:

- a. there was a power outage
- b. he slept in
- c. his bus broke down on the way to work
- d. he was not late on Tuesday

**Question 3** Which of the following solutions did John NOT recommend?

- a. going to bed earlier at night
- b. getting up earlier in the morning
- c. catching an earlier bus
- d. buying a battery operated alarm clock

Please mark your responses on the Answer Sheet

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# ECU Reset

## Scenario

The following scenario involves a taped telephone conversation between a mechanic and a technician working at a help desk. The mechanic has phoned for information on how to reset a check engine indicator light that is still lit after completing an ECU reset procedure. Use the information from the conversation to answer the questions. The clip will play twice, if you wish.

**Question 1** The help desk technician asked the mechanic for information about the vehicle's:

- a. model number and year of manufacture
- b. model, style and year of manufacture
- c. model and year of manufacture
- d. year of manufacture and number of doors

**Question 2** Considering the instructions provided by the help desk, the mechanic should:

- a. keep the engine speed in the range of 1700 to 2800 RPM when driving the vehicle
- b. idle the vehicle for 16 minutes
- c. connect the number 18 hose to the vacuum pump
- d. connect the vacuum pump to the EGR valve

**Question 3** The mechanic phoned the help desk because he wanted to know:

- a. when to disconnect the number 16 hose from the EGR valve
- b. how to reset a check engine indicator light
- c. how to reset a check oil indicator light
- d. the engine speed RPM range he should operate the engine at

Please mark your responses on the Answer Sheet  
Please turn to page 9 to begin the thinking skills  
portion of this assessment.

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# Parts Person

## Scenario

You are a parts person who works at an automotive parts store in Toronto. Your store is known for its great prices and wide variety of aftermarket parts. Your duties include delivering parts, stocking shelves and storing shipments of parts and supplies.

**Question 1** When a new shipment of supplies arrives, you store some of the new supplies in such a way that the old stock will be used first. It is most important to use this method with supplies that:

- a. are ordered in large quantities
- b. have expiration dates
- c. are large in size
- d. are used often

**Question 2** You are asked to deliver an order of spark plugs to a customer at the other end of the city. As spark plugs are not immediately required, you can deliver them anytime during your shift. Which of the following choices will result in the most efficient use of your time?

- a. deliver the parts when the traffic is the lightest
- b. combine the trip with another delivery scheduled today for the same customer
- c. complete the delivery immediately to clear your schedule
- d. wait for a time when you may not be busy

Please mark your responses on the Answer Sheet

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# Hawley Collision

Use the *Hawley Collision Center* document on the next page to help answer the following two questions

## Scenario

You are a service manager in a small autobody repair shop. Your responsibilities include completing estimates, assigning tasks and working with insurance companies. You completed and submitted estimated repair times and costs for a damaged 2003 Buick Regal to an insurance company for approval. These estimated times and costs are presented on the opposite page.

**Question 1** Considering only the information provided, what is your best course of action should the insurance company allow 3.9 labour units to repair the vehicle's front unibody sway damage?

- a. complete the work and attempt to recoup the 0.1 labour unit from the owner of the Buick Regal
- b. complete the work and bill the insurance company for the time they allotted
- c. ask the customer to bring his vehicle to another repair shop
- d. refuse to complete the work unless additional time is provided

**Question 2** Considering only the information provided, what is your best course of action should the insurance company allow 0.2 labour units to overhaul the vehicle's front cover assembly?

- a. refuse to complete the work unless additional time is provided
- b. complete the work and attempt to recoup the 2 labour units from either the owner of the Buick Regal or the insurance company
- c. speak with the insurance company about the possible error
- d. complete the work as best you can within the time allotted by the insurance company

Please mark your responses on the Answer Sheet

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Date: 10/08/2006 07:44 AM  
 Estimate ID: 9993  
 Estimate Version: 0  
 Preliminary Profile ID: CUSTOMIZED

# Hawley Collision Center

Damage Assessed By:

Condition Code: Excellent  
 Deductible: UNKNOWN

Owner/Insured

Address:  
 Telephone: Work Phone: Home Phone:

Mitchell Service: 912494

Description: 2003 Buick Regal LS  
 Body Style: 4D Sed  
 VIN: 2G4WB52K131245412  
 Mileage: 9.636  
 Color: Black  
 Options: AIR CONDITIONING, CRUISE CONTROL, POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEET, LEATHER SEATS, ALUM/ALLOY WHEELS, AUTOMATIC TRANSMISSION, ANTI-LOCK BRAKE SYS. (ABS), 4-DOOR, AM-FM STEREO/CD PLAYER (SINGLE), AM-FM STEREO CASSETTE, FOG LIGHTS, BACK GLASS MOULDINGS, WINDSHIELD MOULDINGS, PASSENGER-FRONT AIR BAG, FRONT WHEEL DRIVE, SINGLE EXHAUST, V6 ENGINE, DRIVER-FRONT AIR BAG, POWER DRIVER SEAT, POWER STEERING, POWER BRAKES, ELECTRIC DEFOGGER, POWER REMOTE MIRROR

Drive Train: 3.8 L Inj 6 Cyl 4A FWD  
 License: 1

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	202595	BDY	REMOVE/REPLACE	INFORM LABEL PAN CAUTION	10309116 GM PART	17.35	
2	201129	BDY	REMOVE/REPLACE	INFORM LABEL RADIATOR FILL NOTICE	10291911 GM PART	17.35	
3	201130	BDY	REMOVE/REPLACE	INFORM LABEL	N.A. GM PART	28.35*	
4	900500	BDY*	REPAIR	SET UP/MEASURE	Existing		2.5*
5	900500	REF*	REFINISH/REPAIR	FLEX AGENT	**Qual Repl Part	15.00 *	INC*
6	900500	REF*	ADD'L LABOR OP	SPRAY MASK	**Qual Repl Part	8.00 *	0.0*
7	900500	BDY*	REPAIR	RESTORE CORROSION PROTECTION	Existing		1.0*
8	900500	BDY*	ALIGN	FRONT AUTOBODY SWAY	Existing		4.0*
9	936003		ADD'L COST	COOLANT		15.00 *	
10	200016	BDY	OVERHAUL	FRT COVER ASSY			2.2 #
11	201132	BDY	REMOVE/REPLACE	FRT ADD W/FOG LAMPS			0.3 #
12	200017	BDY	REMOVE/REPLACE	FRT BUMPER COVER	12369158 GM PART	577.50	INC #
13	AUTO	REF	REFINISH	FRT BUMPER COVER			C 2.1
14	202266	BDY	REMOVE/REPLACE	FRT BUMPER COVER MLDG	10276283 GM PART	31.95	INC

ESTIMATE RECALL NUMBER: 06/21/2006 13:07:18 9993

Mitchell Data Version: JUN\_04\_A  
 UltraMate Version: 5.0.024  
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Please mark your responses on the Answer Sheet

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# Required Repairs

## Scenario

You are an automotive service technician employed by an independent automotive service shop.

**Question 1** You have been asked to troubleshoot and repair a faulty electronic control module on a 1992 Honda Accord. You complete tasks that include advising the service manager that the fault has been repaired; reading the repair manual; repairing the fault and phoning the manufacturer's tech help line for advice. Considering the information provided and the available choices, what would be the most logical task order?

- a. read the repair manual; phone the manufacturer's tech help line for advice; repair the fault and advise the service manager that the fault has been repaired
- b. phone the manufacturer's tech help line for advice; read the repair manual; repair the fault and advise the service manager that the fault has been repaired
- c. advise the service manager that the fault has been repaired; repair the fault; read the repair manual and phone the manufacturer's tech help line for advice
- d. repair the fault; read the repair manual; phone the manufacturer's tech help line for advice and advise the service manager that the fault has been repaired

Please mark your responses on the Answer Sheet

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**Question 2** You are now asked to troubleshoot and repair an ignition system fault on a 1996 Dodge Caravan. You complete tasks that include repairing the fault; speaking to the customer to determine the nature of the fault; scanning a schematic in a repair manual and phoning the manufacturer's tech help line for advice. Considering the information provided and the available choices, what would be the most logical task order?

- a. speak to the customer to determine the nature of the fault; phone the manufacturer's tech help line for advice; scan a schematic in a repair manual and repair the fault
- b. speak to the customer to determine the nature of the fault; scan a schematic in a repair manual; phone the manufacturer's tech help line for advice and repair the fault
- c. scan a schematic in a repair manual; phone the manufacturer's tech help line for advice; repair the fault and speak to the customer to determine the nature of the fault
- d. phone the manufacturer's tech help line for advice; repair the fault; scan a schematic in a repair manual and speak to the customer to determine the nature of the fault

**Question 3** You now have to replace a faulty starter on a 2000 F-250. You complete tasks including installing the new starter; testing the repair; locating the correct part and removing the defective starter. Considering the information provided and the available choices, what would be the most logical task order?

- a. remove the defective starter; install the new starter; locate the correct part and test the repair
- b. locate the correct part; remove the defective starter; install the new starter and test the repair
- c. test the repair; install the new starter; remove the defective starter and locate the correct part
- d. locate the correct part; install the new starter; remove the defective starter and test the repair

Please mark your responses on the Answer Sheet

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# Work Schedule

Use the *Work Schedule* on the next page to help answer the following two questions

## Scenario

You are a service manager who works at a dealership that prides itself on excellent customer service. Susan, who was to bring her car in for a specialized 2 hour repair at 3pm on Monday, calls to say that she will be 1/2 hour late but that she still requires her vehicle to be ready by 6pm that day. Guy was originally scheduled for the repair.

**Question 1** You need to decide whether to accommodate Susan's request. Taking into account all the available information, which of the following is NOT an important consideration in your decision-making process?

- a. the potential effect on your shop's productivity
- b. the potential effect on your employees' work schedules
- c. the potential issues that would arise if John is not qualified to repair Susan's car
- d. the potential costs incurred should you stay open past 6pm

**Question 2** If you decide to accommodate Susan, which of the following tasks would you do first?

- a. ask Guy if he can stay late to fix Susan's car
- b. ask Geoffrey to fix Susan's car
- c. ask Karel if he can stay late to fix Susan's car
- d. ask John to fix Susan's car

Please mark your responses on the Answer Sheet

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**WORK SCHEDULE**

<b>Employee</b>	<b>Monday 15/11/2007</b>	<b>Tuesday 16/11/2007</b>	<b>Wednesday 17/11/2007</b>	<b>Thursday 18/11/2007</b>	<b>Friday 19/11/2007</b>
Beaudry, Pierre	7:00a - 12:00p	OFF	OFF	7:00a-12:00p	7:00a-12:00p
Bélanger, Guy	10:00a-5:00p	7:00a-5:00p	7:00a-5:00p	OFF	OFF
Cummings, John	6:45a-6:00p	6:45a-6:00p	6:45a-6:00p	6:45a-6:00p	6:45a-6:00p
Kirkpatrick, Steven	7:00a-5:00p	7:00a-5:00p	7:00a-5:00p	7:00a-5:00p	7:00a-5:00p
Maluszynski, Vit	7:00a-5:00p	7:00a-5:00p	OFF	OFF	7:00a-5:00p
Sekura, Geoffrey	VACATION	VACATION	VACATION	VACATION	VACATION
Singh, Raja	OFF	OFF	7:00a-5:00p	7:00a-5:00p	7:00a-5:00p
Steele, Jennifer	OFF	OFF	10:00a-4:00p	10:00a-4:00p	OFF
Svoboda, Karel	7:00a-5:00p	7:00a-5:00p	7:00a-5:00p	7:00a-5:00p	7:00a-5:00p

Please mark your responses on the Answer Sheet

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# Flat Tire

## Scenario

You have been asked to serve a customer who has arrived at your shop with a flat tire on the front passenger side. The tire repair system used by your shop requires you to remove the wheel from the vehicle prior to repair.

You must complete a series of sequenced tasks before returning the vehicle to the customer.

**Question 1** If the repair tasks include balancing the tire; torquing the wheel nuts; removing the wheel cover and locating and repairing the leak, what would be the most logical task order?

- a. removing the wheel cover; locating and repairing the leak; balancing the wheel and torquing the wheel nuts
- b. torquing the wheel nuts; balancing the wheel; removing the wheel cover and locating and repairing the leak
- c. removing the wheel cover; balancing the wheel; torquing the wheel nuts and locating and repairing the leak
- d. balancing the tire; torquing the wheel nuts; removing the wheel cover and locating and repairing the leak

**Question 2** If the repair tasks include ensuring the tire is no longer leaking air; removing the wheel; locating and repairing the leak and replacing the wheel cover, what would be the most logical task order?

- a. replacing the wheel cover; ensuring the tire is no longer leaking air; removing the wheel and locating and repairing the leak
- b. removing the wheel; ensuring the tire is no longer leaking air; locating and repairing the leak and replacing the wheel cover
- c. ensuring the tire is no longer leaking air; removing the wheel; locating and repairing the leak and replacing the wheel cover
- d. removing the wheel; locating and repairing the leak; ensuring the tire is no longer leaking air and replacing the wheel cover

Please mark your responses on the Answer Sheet

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# Paint Booth

## Scenario

You are a manager at a high volume autobody service shop that has full-time painters assigned to each of three paint booths. Production and satisfaction survey data indicates that jobs completed in the shop's oldest paint booth take longer and have more faults. You must decide whether to replace the old paint booth with a modern cross-draft unit.

**Question 1** Which of the following factors is NOT an important consideration in your decision to replace the old booth?

- a. the new booth's expected labour savings
- b. the original cost of the old booth
- c. the production capacity lost while replacing the old booth
- d. the cost of a new booth

**Question 2** Which action would best determine whether the old booth should be replaced?

- a. talk to paint booth manufacturers and suppliers to determine the benefits of the new paint booth
- b. seek the opinions of other autobody shop managers and owners
- c. collect and review new production and satisfaction survey data after assigning your painters to different booths
- d. ask the painter using the old booth whether he would like to have a new paint booth

Please mark your responses on the Answer Sheet

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# Body Repair

## Scenario

You are an autobody repairer who has been asked to prepare a damaged vehicle for painting. You must complete a series of sequenced tasks in order for the painter to prime and paint the vehicle.

**Question 1** What would be the most logical task order if the repair tasks include applying fill; removing trim; sanding and smoothing a panel?

- a. smoothing the panel; removing trim; sanding and applying fill
- b. applying fill; removing trim; sanding and smoothing the panel
- c. removing trim; smoothing the panel; applying fill and sanding
- d. removing trim; smoothing the panel; sanding and applying fill

**Question 2** What would be the most logical task order if the repair tasks include applying fill; welding; grinding welds and structural repairs?

- a. structural repairs; grinding welds; welding and applying fill
- b. applying fill; welding; grinding welds and structural repairs
- c. structural repairs; welding; grinding welds and applying fill
- d. grinding welds; welding; structural repairs and applying fill

**Question 3** What would be the most logical task order if the repair tasks include structural repairs; masking; removing dents and sanding?

- a. masking; structural repairs; removing dents and sanding
- b. structural repairs; removing dents; sanding and masking
- c. structural repairs; masking; removing dents and sanding
- d. structural repairs; removing dents; masking and sanding

Please mark your responses on the Answer Sheet

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# Compressor Breakdown

## Scenario

You are an autobody painter who works at a large autobody shop. Autobody painters use their problem solving and decision making skills to minimize delays and customer inconvenience when equipment such as compressors, spray guns and paint booths break down.

- Question 1** Which choice would be the best response to a situation where your shop's compressor breaks down as you are about to apply primer to a rear quarter panel?
- a. inform the customer about the breakdown and explain that there may be delays
  - b. inform your supervisor about the breakdown and delay. Complete other non-painting related tasks until the compressor is repaired
  - c. complete other tasks until the compressor is repaired
  - d. inform your supervisor about the breakdown and delay. Complete other painting tasks until the compressor is repaired

- Question 2** Which choice best responds to a situation where your paint gun clogs as you begin to apply paint to a hood and quarter panel?
- a. inform your supervisor about the problem
  - b. inform the customer about the clog and explain that there may be delays
  - c. use another paint gun to complete the job
  - d. take lunch until the paint gun is cleaned

Please mark your responses on the Answer Sheet

Congratulations, you have now completed the CARS assessment. Please place your response booklet in the self-addressed envelope and mail it to Bow Valley College.