


Sl. No	NOS	Questions	Option A	Option B	Option C	Option D	Correct Answer	Difficulty Level	Marks
1	<b>ELE/N4601.Evaluate the customer requirements and computer issues</b>	What is the primary purpose of interacting with customers over the phone before visiting their premises?	To assess their needs and problems accurately	To delay the visit	To avoid site visits	To sell new products	A	M	5
2		Before visiting a customer's premises the technician must obtain _____ details such as address location and access information.	payment	relevant	warranty	supplier	B	E	4
3		During a phone call a customer describes repeated system crashes. What should you check with the customer before visiting?	Their budget only	Previous service history only	Their computer brand preference	Whether replacement or repair of a module may be required	D	M	5
4		What items must a field technician arrange before visiting a customer site for hardware repair?	Only a screwdriver	Just warranty papers	Tools equipment spare parts and PPE	Only business cards	C	E	4
5		While interacting with customers technicians must always apply the business _____ of conduct to maintain professionalism.	code	rules	goals	profits	A	E	4
6		A customer schedules a service appointment for 2 PM. You finish your previous job at 1:45 PM and the customer is 20 minutes away. What should you do?	Arrive whenever convenient	Visit customer premises on time as committed	Reschedule without notice	Send someone else	B	D	8
7	<b>ELE/N3155.Install the desktop computer and its peripherals</b>	Before installing desktop computer hardware what must be checked first?	Computer brand	Warranty status	Color preferences	Safe conditions for installation and operation	D	E	6
8		When unpacking computer hardware the technician must ensure its _____ to prevent damage during the process.	speed	color	safety	weight	C	E	6
9		You are setting up a new desktop for a customer. What sequence should guide your assembly process?	Random assembly order	Customer's suggestions only	Fastest method regardless of manual	Installation manual specifications for CPU monitor keyboard and mouse	D	D	10
10		When handling PCB modules during installation what critical standard must be followed?	ESD (Electrostatic Discharge) standards	Color coding standards	Weight standards	Speed standards	A	M	8
11	<b>ELE/N4603.Carry out repair and maintenance of a desktop computer and its peripherals</b>	The first step in desktop troubleshooting is to _____ with the customer regarding the specific issue with the computer.	argue	inquire	negotiate	sell	B	E	4
12		A customer reports that their computer won't boot. What should be your systematic approach?	Replace entire system	Blame the customer	Guess the problem	Conduct root-cause analysis to identify likely problem areas	D	M	5
13		Which diagnostic equipment is essential for identifying issues with volt-in circuit VRM circuit and RAM supply circuit? 	Thermometer	Visual inspection only	Multimeter and relevant testing devices	Software tools only	C	D	6
14		Field technicians must be able to identify issues with various modules such as audio HDMI LAN and _____.	paint	ROM	color	size	B	E	4
15		After diagnosing a faulty motherboard in a desktop what is the next critical step?	Determine repair or replacement requirements	Order parts immediately	Inform customer it's beyond repair	Leave without explanation	A	M	5
16		What factors determine whether repair work should be done at customer premises or workshop?	Customer's preference only	Complexity of repair available tools and workspace requirements	Technician's convenience only	Distance from office	B	E	3
17		Before starting any repair work technicians must _____ the cost estimates to the customer for approval.	hide	inflate	communicate	minimize	C	E	3
18		Your supervisor sets a target of completing 8 service calls per day. What should be your first step?	Ignore the target	Identify and obtain clarity regarding organizational team and own goals	Complain about workload	Work randomly	B	D	16

19	<b>ELE/N9905.Work effectively at the workplace</b>	How should a technician approach daily work to achieve set goals and targets?	Work without planning	Avoid difficult assignments	Do easiest tasks first	Prioritize and plan work systematically	D	M	14
20		Technicians should regularly _____ their own and team performance against the agreed plan to ensure targets are met.	monitor	ignore	hide	inflate	A	E	10
21	<b>ELE/N1002.Apply health and safety practices at the workplace</b>	You arrive at a customer site and notice exposed electrical wiring near the work area. What should you do?	Proceed with work carefully	Blame the customer	Ignore if not directly affecting work	Identify job-site hazards and possible accident causes before starting	D	D	10
22		What must technicians observe while working to ensure compliance with safety practices?	Only customer instructions	Organizational safe working practices and hazard signs	Fastest work method	Personal preferences	B	M	9
23		Appropriate _____ equipment must be used for specific tasks based on hazard severity and contaminant requirements.	Use maximum quantity	Use without reading label	Follow standard safety procedures for handling hazardous substances	Dilute with water randomly	C	E	8
24		Why is basic English proficiency important for field technicians?	To impress customers	For everyday conversation in different contexts in person and over telephone	To avoid local languages	For foreign travel only	B	E	8
25	<b>DGT/VSQ/N0102.Employability Skills (60 Hours)</b>	Field technicians must be able to read and understand routine information notes instructions and _____ written in English.	Ability to write short messages letters and emails in English	Speaking skills only	Advanced literature knowledge	Translation services	A	E	4
26		What is the key difference between a job and a career that technicians should understand?	No difference exists	Jobs pay more	A job is short-term work while a career is long-term professional growth	Careers require no skills	C	M	6
27		When unpacking a laptop the technician must remove all _____ and place the laptop at an appropriate spot for setup.	Just turn it on	Only connect power	Skip battery installation	Install battery per manual and connect network as required	D	E	3
28		When connecting a power cable to a laptop port what must be ensured?	Maximum insertion force	No damage to the port during connection	Fastest connection speed	Color matching	B	D	7
29	<b>ELE/N3153.Install laptop and its peripherals</b>	A compatible _____ System must be installed on the laptop as per the developer's instructions before other software.	Install as per customer requirements and software compatibility	Install whatever is popular	Install maximum software	Skip customer requests	A	E	4
30		What is a docking station and when should a laptop be docked on it?	A storage box; when needed	A peripheral interface hub; as per customer's requirement for expanded connectivity	A charging station; always	A decorative stand; for display	B	M	5
31		The troubleshooting process begins by _____ the issue with the customer to understand the problem with the laptop.	Reinstall OS immediately	Blame the customer	Replace laptop	Conduct necessary tests to identify whether it's software or hardware issues	D	E	4
32		Which diagnostic tools are essential for detecting issues with laptop modules and components?	Only visual inspection	Multimeter and POST (Power-On Self-Test) card	Just software tools	Customer feedback only	B	D	7
33		Technicians must identify issues with various laptop modules such as HDMI LAN and _____ for complete diagnostics.	Order most expensive RAM	Ignore the issue	Determine repair or replacement requirements based on diagnosis	Sell new laptop	C	E	4
34		Before proceeding with any repair or replacement what important information should be verified?	Customer's age	Whether faulty module has active warranty coverage	Customer's profession	Previous technician name	B	M	6
35	<b>ELE/N3154.Carry out repair and maintenance of laptop and its peripherals</b>	You arrive at a customer site where computer equipment is placed on an unstable surface near water. What is your primary responsibility?	Start work immediately	Leave without explanation	Blame the customer	Identify hazards and ensure safe conditions before starting work	D	D	7
36		While installing a graphics card you notice you are not wearing an ESD wrist strap. What should you do?	Proceed quickly	Follow ESD standards by using proper grounding equipment before handling PCB	Touch metal occasionally	Ignore the requirement	B	E	4
37		A customer who speaks limited English calls about a computer problem. How should you handle the conversation?	Use basic English for everyday conversation and be patient	Hang up immediately	Speak very fast	Refuse to help	A	M	6
38		A desktop shows no power. Using a multimeter what should you check first?	RAM modules	USB ports	Power supply volt-in circuit and motherboard power connections	Audio jacks	C	E	4
39		A laptop displays a blue screen error repeatedly. What tests should you conduct to determine if it is hardware or software related?	Just reinstall OS	Format hard drive	Replace motherboard	Run diagnostic tests safe mode checks and hardware diagnostics to identify root cause	D	M	5

40	Why is it important to prioritize and plan work in field technician roles?	To avoid customers	To achieve goals and targets efficiently and manage time effectively	To delay work	To impress only supervisors	B	E	4
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