

Field Technician Networking and Data Storage ELE/Q4606 (Level 4)

Q1. What are the three most important aspects of customer service?

- a) Patience , Peace and pure intention
 - b) Professionalism, patience, and a "people-first" attitude.
 - c) Profit, price and personality
 - d) Personality, perspective and people
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Q2. Which of the following is not a benefit of an invoice in a business?

- a) Maintaining a professional demeanor.
 - b) They help you stay organized.
 - c) Helps to fight competition
 - d) They are proof of using a service
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Q3. A..... is a metal piece that sits on top of a computer chip, such as a CPU, and draws power away from the components by allowing it to rise through a series of fins.

- a) RAM
 - b) SSD
 - c) Heat sink
 - d) ROM
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Q4. PC hardware maintenance is the process of,..... And..... the physical components of a computer to ensure they perform optimally.

- a) Cleaning,wiping ,storing
 - b) Dusting, spraying and antivirus
 - c) Protecting, setting,running
 - d) Auditing, upgrading, maintaining
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Q5. How to start ,use ,care and basic troubleshooting of an product is given in itsthrough which product using become simple.

- a) Condition

- b) Instruction manual
 - c) Warranty
 - d) Invoice
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Q6. What tool is needed to remove hoops from circuit boards and drives?

- a) Tweezers
 - b) Screwdriver
 - c) Wrench
 - d) Hex Driver
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Q7. You need to type a mail to your boss regarding any issue faced in your organisation, what language would you follow to write the mail?

- a) Hindi
 - b) English
 - c) Code language
 - d) State local language
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Q8. You're about to enter your boss's office; which of the following is the proper way to communicate?

- a) Take permission to enter and greet him.
 - b) Enter straight to the room and take seat
 - c) Do not waste time on greeting and start with the work
 - d) Enter the room with permission and straight ask for the work he has call for
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