



Forms and Publications

Practice Exam

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| Name: | Period: | Date: |
|-------|---------|-------|

1. Your _____ will initial your Assignment Checklist as you complete each subtask. You must complete every subtask to receive credit to the entire task.
2. What is the Julian date for March 29, 2002?
3. Mrs. Hatchett just turned-in a broken computer for repair. She says the hard disk drive is bad. You don't have a replacement drive on hand. At this point... What's the status code for this job?
4. What code is written in the Status column on the Job Control Log for a computer that you've ordered a floppy disk drive?
5. The _____ is the publication that contains the technical information required to repair (service) equipment?
6. The only thing you can refer to when taking any exam is your Study Guide. (True / False)
7. The Job Control Number is a unique identification number comprised of the month, day, year, and the sequence number of the job that month. (True / False)
8. Mrs. Harris came into the shop to borrow an extension cord. The correct form to issue her the is the Out Record. (True / False)

9. You're working on a computer and need a technical manual to get started. You're required to leave an Out Record in the TM cabinet so other technicians know where the manual is.
(True / False)
10. Regardless of the amount of experience you have repairing computers, you are always required to have a technical manual on hand when repairing equipment.
(True / False)
11. What is the primary purpose of the time card?
- A. Supervisors use them cards to see how much work's been done.
 - B. Employees need time cards to keep track of overtime.
 - C. Employers use time cards to determine whom to layoff.
 - D. Payroll uses them to determine pay.
12. Last Wednesday you worked 83 minutes during class and then an additional 62 minutes after school. Considering you get time-and-a-half for overtime... How many minutes work will you be getting paid for that day?
- A. 176
 - B. 145
 - C. 21
 - D. 207
13. What publication do students use to keep track of what tasks they've completed and which ones they have left to do?
- A. Homework Sheet
 - B. Assignment Checklist
 - C. Work Order Form
 - D. Study Guide
14. You must have a valid work order on hand to work on...
- A. Electronic Tutorials
 - B. Periodic Maintenance Inspections
 - C. Shop Work
 - D. Computer Repair

15. When working on your homework, you should...
- A. write each question in full.
 - B. highlight your A -s.
 - C. show all calculations.
 - D. use the Homework Sheet.
16. After ___ days notice of repair, the service center can keep, sell, or dispose of customer property.
- A. 15
 - B. 30
 - C. 45
 - D. 60
17. You started a job at 1120 and finished it at 1240. How many hours do you record in the Hours column in Section C of the Work Order Form?
- A. 1.15
 - B. 1.25
 - C. 1 Hour 15 Min
 - D. 1.20
18. Part of this form is giving to the customer as a receipt. The remaining part is attached to the item that was turned-in for repair.
- A. Work Order Form
 - B. Job Control Log
 - C. Repairable Item Tag
 - D. Out Record
19. Which of these forms must be completed in pencil?
- A. Time Card
 - B. Job Control Log
 - C. Homework Sheet
 - D. Work Order Form

20. Which of these forms are used to report missing tools from your tool kit?
- A. Out Record
 - B. Temporary Issue Receipt
 - C. Report of Survey
 - D. Tool Inventory Record
21. What's the purpose of the Parts Kit Inventory Record?
- A. It's a tool used to conduct a quick inventory of the parts kit.
 - B. It's a temporary issue receipt.
 - C. It holds students accountable for broken or missing parts.
 - D. It's a receipt to buy the kit from the school.
22. What form is used to order parts or supplies using Local Purchase or IMPAC funds?
- A. AF9
 - B. Supply Order Form
 - C. Job Dispatcher
 - D. DD1348-6
23. This software is the computerized version of the Job Control Log. It helps managers keep track of maintenance trends, replacement part requirements, and employee productivity.
- A. Time Tracker
 - B. Database Management
 - C. Spreadsheet
 - D. Job Dispatcher
24. How long should you keep Job Control Logs on file?
- A. One Month
 - B. Three Months
 - C. Six Months
 - D. One Year

25. Which of these manuals are not part of the Technical Manual index.
- A. Electronics Guide
 - B. Computer Workstation PMI
 - C. Memory Module Installation
 - D. Monitor Service and Repair
26. This person completes Section B of the Work Order Form. This section includes the job control number and dates when the job was opened, dispatched, and closed. Billing information is also included in this section.
- A. Instructor
 - B. Customer
 - C. Technician
 - D. Dispatcher
 - E. Team Leader
27. This person completes Section C of the Work Order Form. This is a history of the work performed on the item being serviced. The section includes the date, start and stop hours, as well as the status of the job.
- A. Instructor
 - B. Customer
 - C. Technician
 - D. Dispatcher
 - E. Team Leader
28. This person manages the Job Control binder.
- A. Instructor
 - B. Customer
 - C. Technician
 - D. Dispatcher
 - E. Team Leader

29. This person writes remarks in the Notes section on the back of the Work Order Form to remind the technician of special work that's been done or needs to be done.
- A. Instructor
 - B. Customer
 - C. Technician
 - D. Dispatcher
 - E. Team Leader
30. This person reviews supply order forms and places the orders for parts and materials.
- A. Instructor
 - B. Customer
 - C. Technician
 - D. Dispatcher
 - E. Team Leader