

| S.no | NOS | Question | Option 1 | Option 2 | Option 3 | Option 4 | Correct answer | Question Type | EMD |
|------|--|--|--|--|---|--|----------------|---------------|-----|
| 1 | ELE/N3101.Engage with customer for service | The first step before planning a service visit is to: | Collect spare parts | Call the customer for feedback | Analyse the customer complaint registered | Prepare the final service report | 3 | LR | E |
| 2 | ELE/N3101.Engage with customer for service | You receive a service request for noise in the AC. What is the correct action? | Visit without informing the customer | Ask the customer to visit the service centre | Order a fan motor immediately | Call the customer to confirm the issue and agree on a visit time | 4 | SCB | M |
| 3 | ELE/N3101.Engage with customer for service | It is important to visit the customer premises as per the _____ date and time. | Random | Expected | Scheduled | Approximate | 3 | FIB | E |
| 4 | ELE/N3101.Engage with customer for service | Why must the technician verify warranty status before starting work? | To reduce service time | To decide if parts are free or chargeable | To avoid talking to the customer | To check electricity consumption | 2 | DC | E |
| 5 | ELE/N3101.Engage with customer for service | The AC shows water leakage. To diagnose properly, what should the technician ask the customer? | Has the AC been serviced recently? | How many family members live in the house? | How many TVs are in the home? | What is their monthly income? | 1 | SCB | M |
| 6 | ELE/N3101.Engage with customer for service | Passage: A technician finds that the AC is not cooling due to low refrigerant. He explains to the customer that the leak must be detected, repaired, and gas recharged. He also informs the customer that the process will take 2 hours and cost ₹1800. Question: What good customer-service practice is the technician demonstrating in this situation? | Explaining the repair process, time required, and cost clearly | Offering unnecessary discounts | Ignoring customer questions to save time | Starting repair work without informing the customer | 1 | COM | D |
| 7 | ELE/N3108.Perform installation and repair of air conditioner | A customer wants the AC placed above a door that opens frequently. What should the technician do? | Install it immediately | Inform the customer that the spot does not meet structural requirements | Ask customer to arrange a carpenter | Drill holes and begin installation | 2 | SCB | M |
| 8 | ELE/N3108.Perform installation and repair of air conditioner | The technician must mark the installation position of the indoor and outdoor units and get _____ from the customer before installation. | Final payment | Written complaint | Confirmation | Warranty proof | 3 | FIB | E |
| 9 | ELE/N3108.Perform installation and repair of air conditioner | Arrange the steps in correct order for drilling: 1. Measure exact height and position 2. Check for internal wiring 3. Mark drilling points 4. Drill holes using appropriate bit | 2 → 1 → 3 → 4 | 1 → 3 → 2 → 4 | 1 → 2 → 3 → 4 | 3 → 1 → 2 → 4 | 3 | CS | D |
| 10 | ELE/N3108.Perform installation and repair of air conditioner | The indoor and outdoor units are connected using: | Copper pipe of correct size and interconnecting cables | Steel rods | Plastic tubes | Wooden supports | 1 | DC | E |
| 11 | ELE/N3108.Perform installation and repair of air conditioner | After repairing the AC, what should the technician do before closing the job? | Leave immediately | Ask the customer to test and confirm the AC is working as per specifications | Ask for an advance for next visit | Switch off the main electrical supply | 2 | SCB | M |
| 12 | ELE/N3108.Perform installation and repair of air conditioner | The technician must fill in the customer acknowledgement form and obtain the customer's _____ before closing the job. | Warranty card | Feedback score | ID proof | Signature | 4 | FIB | E |
| 13 | ELE/N9905.Work effectively at the workplace | A technician completes half of an AC installation but has to leave for an urgent service call. What is the MOST important information to share with the colleague who will complete the job? | Customer's personal details | Steps already completed and pending tasks | The AC model price | The customer's preferred temperature | 2 | SCB | D |
| 14 | ELE/N9905.Work effectively at the workplace | You have three service requests: • AC not cooling (urgent) • Routine installation • Water leakage (moderate urgency) How should you plan your day? | Prioritize the urgent complaint, then moderate, then routine | Do the easiest job first | Visit the customer closest to your home first | Perform installation first | 1 | SCB | M |
| 15 | ELE/N9905.Work effectively at the workplace | A technician must complete installation and repair tasks accurately, systematically, and within the required _____. | Temperature range | Budget | Warranty period | Deadline | 4 | FIB | E |
| 16 | ELE/N9905.Work effectively at the workplace | Which of the following is the MOST useful way for an AC technician to stay updated with new developments in the field? | Watching random videos online | Following manufacturer training modules and service bulletins | Asking customers for trends | Waiting for colleagues to explain changes | 2 | SCB | M |
| 17 | ELE/N9905.Work effectively at the workplace | A technician must perform repair and installation tasks as per workplace standards, organisational policies, and _____ requirements. | Travel | Salary | Legislative | Marketing | 3 | FIB | E |
| 18 | ELE/N9905.Work effectively at the workplace | A customer asks the technician to install a spare part not approved by the company. What should the technician do? | Install it secretly to please the customer | Tell the customer to arrange their own technician | Increase the price and install it | Refuse politely and explain company policy | 4 | SCB | E |
| 19 | ELE/N1002.Apply health and safety practices at the workplace | While installing an AC, the technician notices loose wiring, water leakage near the power socket, and unstable stool provided by the customer. What should he identify these as? | Customer responsibilities | Workplace hazards | Non-serious issues | Decoration issues | 3 | SCB | M |
| 20 | ELE/N1002.Apply health and safety practices at the workplace | While brazing copper pipes in a customer's balcony, what is the FIRST safety procedure the technician must follow? | Start heating immediately | Ensure no flammable materials are nearby | Ask customer to leave the room | Drill holes first | 2 | SCB | D |

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| 21 | ELE/N1002.Apply health and safety practices at the workplace | To protect PCB components from electrostatic damage, the technician should use an _____ wristband while handling them. | Insulated | Decorative | Thermal | Anti-static | 4 | FIB | E |
| 22 | ELE/N1002.Apply health and safety practices at the workplace | After completing service, the technician has: • Torn cardboard • Burnt PCB • Copper bits • Plastic covers How should he segregate? | Cardboard & plastic together, copper separately, PCB as e-waste | Mix all in one bag | Keep everything with the customer | Only throw PCB in dustbin | 1 | SCB | M |
| 23 | ELE/N1002.Apply health and safety practices at the workplace | Non-recyclable waste should be disposed: | In regular household dustbins | As per the organisation's approved disposal methods | At the customer's backyard | In open areas | 2 | LR | E |
| 24 | DGT/VSQ/N0102. Employability Skills (60 Hours) | Passage: A technician arrives at a customer's home for AC repair. The customer is frustrated because the AC has failed repeatedly in the last week. The technician stays calm, listens carefully, analyses the repeated failure, and realises the issue is due to a voltage fluctuation in the building. He explains the root cause clearly and suggests installing a stabilizer to prevent future breakdowns. Question: Which 21st-century skill is the technician demonstrating in this situation? | Avoiding responsibility to finish the job faster | Using only technical expertise without analysing the environment | Ignoring customer concerns to stay focused | Showing emotional awareness, critical thinking, and problem-solving | 2 | COM | M |
| 25 | DGT/VSQ/N0102. Employability Skills (60 Hours) | A technician must understand salary components such as basic pay, HRA, deductions and taxes to correctly compute monthly _____. | Expenses and income | Tool maintenance | Temperature settings | Customer ratings | 1 | FIB | E |
| 26 | DGT/VSQ/N0102. Employability Skills (60 Hours) | Which digital tool is MOST appropriate for preparing a customer service report with tables showing parts used and service charges? | A presentation software | A web browser | A spreadsheet application | A video player | 3 | DC | E |