

S.no	NOS	EMD	Question	Option 1	Option 2	Option 3	Option 4	Correct Answer	Type of Question										
1	ELE/N3101. Engage with customer for service	E	During inspection, the technician finds a dirty air filter causing poor cooling. What is the correct action?	Clean or replace the filter	Replace compressor	Recommend factory repair	Ignore the issue	Option 1	DC										
2		E	Major issues like compressor failure should be recommended for _____ repair.	home	temporary	factory	manual	Option 3	FIB										
3		M	A technician receives an installation schedule for a new air conditioner. What should be checked in the schedule before visiting the site?	Customer's favorite brand	Installation address and required materials	Customer's personal details only	Weather conditions only	Option 2	SCB										
4		M	For an installation schedule received from customer care, arrange the steps in proper order. a. Check installation address b. Confirm required materials and tools c. Review installation details d. Plan travel and visit	a → c → b → d	c → b → a → d	b → c → a → d	c → a → b → d	Option 4	CS										
5		D	Match the CRM function with its purpose. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Column A</th> <th>Column B</th> </tr> </thead> <tbody> <tr> <td>a. Customer profile</td> <td>1. Tracks technician location</td> </tr> <tr> <td>b. Service history</td> <td>2. Stores past service records</td> </tr> <tr> <td>c. Real-time tracking</td> <td>3. Collects customer reviews</td> </tr> <tr> <td>d. Feedback section</td> <td>4. Contains customer details</td> </tr> </tbody> </table>	Column A	Column B	a. Customer profile	1. Tracks technician location	b. Service history	2. Stores past service records	c. Real-time tracking	3. Collects customer reviews	d. Feedback section	4. Contains customer details	a-4, b-1, c-2, d-3	a-2, b-4, c-3, d-1	a-4, b-2, c-1, d-3	a-3, b-2, c-1, d-4	Option 3	MCO
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6	E	Before visiting a service site, a technician should first:	Start repair immediately	Collect required tools and documents	Wait for customer call	Ignore preparation	Option 2	DC											
7	E	Which document helps in understanding appliance specifications?	User manual	Bill receipt only	Warranty card only	Visiting card	Option 1	DC											
8	M	A technician reaches the customer location on time but the customer is not available. What should be the correct action?	Leave without informing	Contact the customer and inform customer care	Wait indefinitely	Cancel all future visits	Option 2	SCB											
9	E	If the customer is unavailable, the technician should _____ them before leaving.	ignore	blame	contact	avoid	Option 3	FIB											
10	D	A service technician visits a customer's home to repair an air conditioner. Before starting the work, the technician checks the purchase bill and warranty card. The technician finds that the appliance is still under warranty. The customer also has an active Annual Maintenance Contract (AMC). Based on this, the technician explains that certain repairs and parts replacement may be covered without extra cost. The technician records the details in the service app before proceeding. Why did the technician check the purchase bill and warranty card?	To calculate electricity usage	To replace parts	To clean the appliance	To confirm warranty status	Option 4	COM											
11	M	While inspecting an AC, the technician learns that it was serviced regularly but recently started making noise. What should be the next step?	Analyze recent symptoms and compare with history	Ignore maintenance history	Replace entire unit	Cancel the job	Option 1	SCB											
12	E	Why is it important to know the age of an appliance?	To increase repair cost	To avoid repair	To assess condition and possible faults	To delay service	Option 3	DC											
14	M	Arrange the correct order of communication during service. a. Identify issue b. Explain to customer c. Suggest precautions d. Clarify warranty	a → b → d → c	d → a → b → c	a → d → b → c	a → c → b → d	Option 3	CS											
15	M	A washing machine has a minor drainage blockage. How should the technician suggest the solution?	Explain cleaning method, low cost, and short repair time	Suggest buying a new machine	Ignore the issue	Replace motor	Option 1	SCB											
16	E	Before starting any major repair, the technician should:	Start work immediately	Ignore customer	Seek customer approval	Delay service	Option 3	DC											
17	ELE/N3112. Perform installation and repair of appliances	E	Control boards are responsible for _____ the operations of appliances.	damaging	controlling	cleaning	ignoring	Option 2	FIB										
18		M	During drilling, how can a technician ensure safety from internal wiring damage?	Use excessive force	Drill randomly	Use a wire detector	Ignore safety	Option 3	SCB										
19		E	If a customer suggests an unsafe placement location, the technician should:	Explain risks and suggest a safer option	Ignore the customer	Agree without question	Cancel installation	Option 1	DC										
20		E	The water-disposal beaker is used to collect _____ water.	clean	waste	drinking	hot	Option 2	FIB										
21		D	A technician installs a refrigerator at a customer's home and connects it to a proper power supply. Before switching it on, the technician checks voltage compatibility and ensures safe wiring. The technician then sets the cooling and freezer temperature knobs according to the current season, keeping higher cooling in summer and moderate settings in winter. The technician explains the function of these knobs to the customer and demonstrates how to adjust them. This helps the customer use the refrigerator efficiently and maintain proper cooling. How should the temperature settings be adjusted in summer?	Low cooling	No cooling	Higher cooling	Turn off freezer	Option 3	COM										
22		M	While repairing a smart washing machine, the technician uses a mobile CRM app to check error logs. What is the benefit of this?	Increases repair time	Deletes appliance data	Avoids repair work	Helps in accurate fault diagnosis	Option 4	SCB										
23		M	Arrange the correct steps for adding additional refrigerant gas. a. Measure distance between indoor and outdoor units b. Check manufacturer's recommended limit c. Identify need for additional gas d. Fill additional refrigerant	a → b → c → d	b → a → c → d	a → c → b → d	d → a → b → c	Option 1	CS										
24		E	Before starting a new automatic washing machine, the technician must:	Add detergent	Remove transport pins	Fill water	Switch on power	Option 2	DC										
25		M	A customer complains that water is not draining properly from the washing machine. What should the technician check first?	Drain hose connection and blockage	Power supply	Drum color	Control panel	Option 1	SCB										
27		M	While connecting the waste outlet, the technician ensures the hose is placed at the correct height. Why is this important?	To improve washing speed	To reduce noise	To increase water usage	To prevent backflow of dirty water	Option 4	SCB										
28	E	Which type of water is discharged through the outlet pipe?	Drinking water	Hot water	Waste/reject water	Stored water	Option 3	DC											
29	D	During installation and servicing of appliances like washing machines or water purifiers, some water leakage can occur from pipes or internal components. To prevent damage to the floor and maintain cleanliness, the technician places a cloth or towel under the unit before starting the work. This helps absorb any accidental spills and keeps the area dry. It also reflects professional work practices and ensures customer satisfaction by avoiding mess and potential slipping hazards. How does placing a cloth reflect on the technician's work?	Unprofessional behavior	Professional and careful practice	Careless approach	Delay in service	Option 2	COM											
30	E	While diagnosing electrical performance of an appliance, the technician uses an amperage test to measure the _____ flowing through the circuit.	voltage	resistance	current	frequency	Option 3	FIB											
31	M	During AC servicing, the technician detects a faulty fan motor affecting airflow; what should be the appropriate solution at the service location?	Continue running the AC	Reduce temperature setting	Ignore the fault	Replace or repair the fan motor	Option 4	SCB											
32	E	A service technician arrives at a customer's home in a clean uniform and behaves professionally; this reflects which standard?	Technical skill	Repair procedure	Grooming standard	Installation method	Option 3	DC											

33	DGT/VSQ/N0101.Employability Skills (30 Hours)	M Arrange the correct sequence a technician should follow to effectively apply problem-solving and decision-making skills while handling a customer complaint. a. Identify the problem b. Analyze possible solutions c. Select the best solution d. Implement the solution	b → a → c → d	a → b → d → c	a → c → b → d	b → c → a → d	Option 2	CS										
35		E A technician should treat all customers with equal _____ regardless of gender or ability.	bias	ignorance	respect	delay	Option 3	FIB										
36		E Reporting harassment helps to ensure a _____ and safe work environment.	unsafe	confusing	careless	respectful	Option 4	FIB										
37		D Match the action with safe practice. <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Column A</th> <th>Column B</th> </tr> </thead> <tbody> <tr> <td>a. Sharing OTP</td> <td>1.Keep confidential</td> </tr> <tr> <td>b. Using ATM</td> <td>2.Use secure network</td> </tr> <tr> <td>c. Online payment</td> <td>3.Never share</td> </tr> <tr> <td>d. Password creation</td> <td>4.Cover keypad while entering PIN</td> </tr> </tbody> </table>	Column A	Column B	a. Sharing OTP	1.Keep confidential	b. Using ATM	2.Use secure network	c. Online payment	3.Never share	d. Password creation	4.Cover keypad while entering PIN	a-1, b-3, c-4, d-2	a-3, b-4, c-2, d-1	a-2, b-4, c-1, d-3	a-3, b-2, c-4, d-1	Option 2	MCO
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38		M A service technician uses a smartphone to update service details on a mobile app and ensures the device is locked with a password; what is this practice demonstrating?	Device misuse	Ignoring safety	Secure use of digital devices	Delayed work	Option 3	SCB										