

1. Name four job roles that can all be categorized as a PC technician.

PC support technician, PC service technician, bench technician, help-desk technician

2. Of the four jobs in Question 1, which one job might never include interacting with the PC's primary user?

Bench technician

3. Assume that you are a customer who wants to have a PC repaired. List five main characteristics that you would want to see in your PC repair person.

Possible answers:

Positive and helpful attitude, own the problem, be dependable, be customer-focused, be credible, maintain integrity and honesty, know the law with respect to your work, act professionally, perform your work in a professional manner

4. What is one thing you should do when you receive a phone call requesting on-site support, before you make an appointment?

Ask questions to identify the problem and ask the caller to check and try some simple things while on the phone with you.

5. You make an appointment to do an on-site repair, but you are detained and find out that you will be late. What is the best thing to do?

Call the customer and explain the situation. Agree on a new time of arrival.

6. When you arrive for an on-site service call, how important is your greeting? What would be a good greeting to start off a good business relationship?

The first impression is very important as it sets the tone for the entire visit.

Possible first greeting: "Good morning, my name is xxx. Are you Mr. Xxxx?"

7. When making an on-site service call, what should you do before making any changes to software or before taking the case cover off a computer?

Ask the user to describe the problem in detail. Then ask permission to service the computer.

8. What should you do after finishing your PC repair?

Verify everything is working. Then ask the customer to do the same. Fill out the paperwork.

9. What is a good strategy to follow if a conflict arises between you and your customer?

Stay professional. Allow the customer to vent. Listen carefully. Do what you can to solve the problem. Escalate if necessary.

10. If you are about to make an on-site service call to a large financial organization, is it appropriate to show up in shorts and a T-shirt? Why or why not?

No, you are expected to dress professionally and appropriately for the environment.

11. You have exhausted your knowledge of a problem and it still is not solved. Before you escalate it, what else can you do?

Ask a knowledgeable coworker for help.

12. If you need to make a phone call while on a customer's site and your cell phone is not working, what do you do?

Ask permission to use the phone.

13. When someone calls your help desk, what is the first thing you should do?

Identify the person and determine they are authorized to receive your help.

14. List the items of information you would want to record at the beginning of a help-desk call.

Customer's name and company	Contact information	Type of computer or software
Warranty or contract information that authorizes your services		

15. What is one thing you can do to help a caller who needs phone support and is not a competent computer user?

Allow the customer to ask questions. Be patient and take the customer through each step slowly.

16. Describe what you should do when a customer complains to you about a product or service that your company provides.

Allow the customer to speak and do not get defensive.

Take notes and send the information to the right person in your organization.

Be an active listener. Show you care.

17. What are some things you can do to make your work at a help desk easier?

Use a telephone headset. Have all available resources handy. Keep notes as you work. Follow along with the user on your own computer screen.

18. Why is it important to be a certified technician?

It shows your employer and your customers that you are qualified for the job. It opens up new training opportunities. It helps assure you of the best pay.

19. Examine the EULA of some software installed on your PC. Is it legal for you to have it installed on your PC at work and also installed on your PC at home?

Answers will vary.

20. What organization offers A+ certification?

Computing Technology Industry Association or CompTIA

THINKING CRITICALLY

1. You own a small PC repair company and a customer comes to you with a PC that will not boot. After investigating, you discover the hard drive has crashed. What should you do first?
 - a. Install a hard drive the same size and speed as the original.
 - b. Ask the customer's advice about the size drive to install, but select a drive the same speed as the original drive.
 - c. Ask the customer's advice about the size and speed of the new drive to install.
 - d. If the customer looks like he can afford it, install the largest and fastest drive the system can support.
- c. Ask the customer's advice about the size and speed of the new drive to install.
2. You have repaired a broken LCD panel in a notebook computer. However, when you disassembled the notebook, you bent the hinge on the notebook lid so that it now does not latch solidly. When the customer receives the notebook, he notices the bent hinge and begins shouting at you. What do you do first? Second?
 - a. Explain to the customer you are sorry but you did the best you could.
 - b. Listen carefully to the customer and do not get defensive.
 - c. Ask the customer what he would like you to do to resolve the problem.
 - d. Tell the customer he is not allowed to speak to you like that.

First b, then c