Afeefah Manzoor

ITN 106

Chapter 12 Thinking Critically

1. You own a small computer repair company and a customer comes to you with a laptop that will not boot. After investigating, you discover the hard drive has crashed. What should you do first?

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 laptop computer. However, when you disassembled the laptop, you bent the hinge on the laptop lid so that it now does not latch solidly. When the customer receives the laptop, he notices the bent hinge and begins shouting at you. What do you do first? Second?

b. Listen carefully to the customer and don’t get defensive.

c. Apologize and offer to replace the bent hinge.

3. As a help-desk technician, list four good detective questions to ask if a user calls to say, “My computer won’t boot.”

1) “What happens when you push the start button?”

2) “Is the power strip turned on?”

3) “When was the last time your computer booted correctly?”

4) “Have you recently installed any new hardware or software?”

4. A user tells you that Microsoft Word gives errors when saving a file. What should you do first?

b. Ask the user when the problem first started.