

# AUTO SERVICE TECHNICIAN

**Maximum Marks: 100**

**Time allowed: Two hours**

1. *Answers to this Paper must be written on the paper provided separately.*
2. *You will **not** be allowed to write during the first 15 minutes.*
3. *This time is to be spent in reading the question paper.*
4. *The time given at the head of this Paper is the time allowed for writing the answers.*
  
5. *Attempt all questions from Section A and any four questions from Section B.*
6. *The intended marks for questions or parts of questions are given in brackets[ ].*

## ***Instruction for the Supervising Examiner***

*Kindly read aloud the Instructions given above to all the candidates present in the Examination Hall.*

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**This Paper consists of 11 printed pages and 1 blank page.**

**T25 961**

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**Turn Over**

## **SECTION A (40 Marks)**

*(Attempt all questions from this Section.)*

### **Question 1**

[20]

Choose the correct answers to the questions from the given options.

(Do not copy the question, write the correct answers only.)

- (i) What is a key benefit of receiving regular feedback?
  - (a) Increased confusion about job expectations
  - (b) Decreased motivation to perform
  - (c) Clarity on performance expectations and areas for improvement
  - (d) Reduced opportunities for professional growth
- (ii) Which of the following is an effective measure to overcome language barriers?
  - (a) Speaking fast
  - (b) Using complex vocabulary
  - (c) Using simple and clear language
  - (d) Avoiding written communication
- (iii) Which of the following best defines visual communication?
  - (a) Communication through spoken words
  - (b) Communication through written text
  - (c) Communication through visual aids
  - (d) Communication through body language

- (iv) In the context of visual communication, what does "resolution" refer to?
- (a) The colour depth of an image
  - (b) The clarity and detail of an image
  - (c) The size of an image
  - (d) The shape of an image
- (v) Which of the following best defines *specific feedback*?
- (a) Feedback that is general and vague
  - (b) Feedback that is detailed and focused on particular aspects
  - (c) Feedback that is critical
  - (d) Feedback that avoids addressing any issues
- (vi) **Assertion (A):** Empathy is a crucial principle of effective communication.  
**Reason (R):** Empathy allows the communicator to understand the audience's perspective and tailor the message accordingly.
- (a) Both (A) and (R) are true and (R) is the correct explanation of (A).
  - (b) Both (A) and (R) are true but (R) is not the correct explanation of (A).
  - (c) (A) is true but (R) is false.
  - (d) (A) is false but (R) is true.
- (vii) Which of the following is an example of a self-management skill?
- (a) Conflict resolution
  - (b) Active listening
  - (c) Time management
  - (d) Public speaking

- (viii) Which of the following is a key component of green building practices?
- (a) Using non-renewable energy sources
  - (b) Implementing energy-efficient designs
  - (c) Increasing water consumption
  - (d) Utilising synthetic materials
- (ix) What does the term 'carbon footprint' refer to?
- (a) The total amount of renewable energy used
  - (b) The amount of carbon dioxide emissions produced by an individual or organisation
  - (c) The number of trees planted in an area
  - (d) The size of a company's eco-friendly products
- (x) **Assertion (A):** Entrepreneurs need to have strong leadership skills to succeed.  
**Reason (R):** Leadership involves guiding a team towards achieving common goals, which is essential for running a business.
- (a) Both (A) and (R) are true and (R) is the correct explanation of (A).
  - (b) Both (A) and (R) are true but (R) is not the correct explanation of (A).
  - (c) (A) is true but (R) is false.
  - (d) (A) is false but (R) is true.
- (xi) Which of the following tool helps in managing and organising daily tasks?
- (a) SWOT analysis
  - (b) To-do list
  - (c) Business plan
  - (d) Marketing strategy

- (xii) How can active listening help to overcome communication barriers?
- (a) By ignoring the speaker's message
  - (b) By focusing only on your response
  - (c) By fully concentrating, understanding, and responding appropriately
  - (d) By interrupting the speaker frequently
- (xiii) Which is a common method for entrepreneurs to validate their business ideas?
- (a) Launching the product without research
  - (b) Conducting market surveys and customer interviews
  - (c) Ignoring competitor products
  - (d) Copying successful businesses
- (xiv) What does the acronym SMART in goal setting stand for?
- (a) Specific, Measurable, Achievable, Realistic, Time-bound
  - (b) Simple, Manageable, Attainable, Reliable, Timely
  - (c) Strategic, Motivational, Accountable, Relevant, Tactical
  - (d) Structured, Meaningful, Active, Reflective, Targeted
- (xv) Which type of feedback is more likely to help in improving one's performance?
- (a) Non-specific feedback
  - (b) Specific feedback
  - (c) Negative feedback
  - (d) Positive feedback

(xvi) **Assertion (A):** Consistency in communication refers to delivering the same message across all communication channels.

**Reason (R):** Consistency helps build trust and avoids confusion in the message being communicated.

- (a) Both (A) and (R) are true and (R) is the correct explanation of (A).
- (b) Both (A) and (R) are true but (R) is not the correct explanation of (A).
- (c) (A) is true but (R) is false.
- (d) (A) is false but (R) is true.

(xvii) Which software is used to create, edit and format text documents?

- (a) Spreadsheet
- (b) Word Processor
- (c) Presentation Software
- (d) Database Management System

(xviii) What type of barrier arises from emotional interference?

- (a) Physical barrier
- (b) Semantic barrier
- (c) Psychological barrier
- (d) Cultural barrier

(xix) What is the term for transferring files from the Internet to your computer?

- (a) Uploading
- (b) Downloading
- (c) Streaming
- (d) Browsing

(xx) **Assertion (A):** Successful entrepreneurs are highly adaptable.

**Reason (R):** The business environment is constantly changing, and entrepreneurs must be flexible to adjust to new trends and challenges.

- (a) Both (A) and (R) are true and (R) is the correct explanation of (A).
- (b) Both (A) and (R) are true but (R) is not the correct explanation of (A).
- (c) (A) is true but (R) is false.
- (d) (A) is false but (R) is true.

## Question 2

(i) Fill in the blanks: [5]

- (a) Green skills refer to skills that contribute to the preservation and restoration of the \_\_\_\_\_.
- (b) One of the key traits of a successful entrepreneur is the ability to take calculated \_\_\_\_\_.
- (c) Software like Microsoft Word, Excel, and PowerPoint are collectively referred to as \_\_\_\_\_ software.
- (d) Setting clear and specific \_\_\_\_\_ helps in maintaining self-motivation over time.
- (e) Independent workers should regularly \_\_\_\_\_ their own work to ensure they are meeting their standards and objectives.

- (ii) State whether the following statements are True or False: [5]
- (a) Financial management and raising capital are not typically part of an entrepreneur's responsibilities.
  - (b) A file saved with a .jpg extension is most likely an image file.
  - (c) Ignoring stress over time can lead to serious health issues such as heart disease and depression.
  - (d) Being highly self-aware guarantees that others will see us in the same way we see ourselves.
  - (e) The principle of conciseness means that messages should be as brief as possible without sacrificing completeness or clarity.

### **Question 3**

- (i) What are the key components of the Communication Cycle? [2]
- (ii) What is one measure to overcome language barriers in communication? [2]
- (iii) Explain the role of 'Correctness' in effective communication. [2]
- (iv) What is the difference between jpg and folder? [2]
- (v) Why is sustainable development important? [2]

## **SECTION B (60 Marks)**

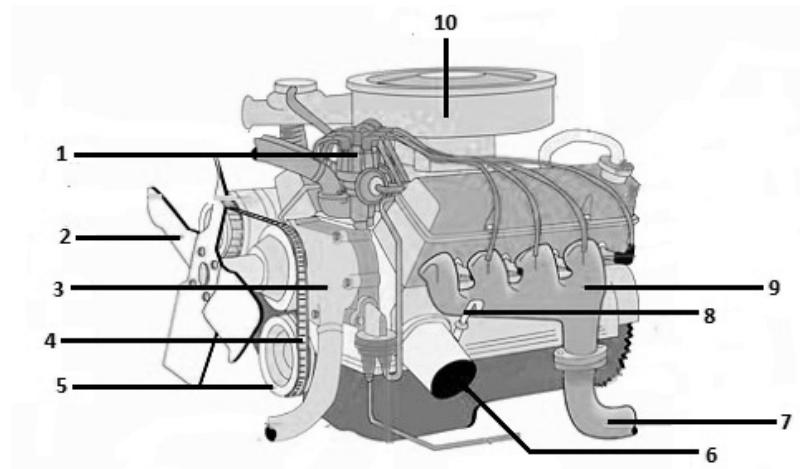
*(Answer **any four** questions from this Section.)*

### **Question 4**

- (i) Give *any two* components of a chassis. Mention their functions. [5]
- (ii) Write *any two* primary functions of a vehicle body. How does a vehicle body contribute to overall vehicle performance? [5]
- (iii) Explain *any two* advantages of using lightweight materials, such as aluminum and carbon fiber, in vehicle body construction. [5]

### **Question 5**

- (i) Mention *any two* components of a vehicle's cooling system. Explain their functions. [5]
- (ii) Explain *any two* primary functions of a lubrication system in an internal combustion engine. [5]
- (iii) Label the parts of the Automobile Engine shown in the picture given below: [5]



### **Question 6**

- (i) Write *any two* components of the fuel supply system in a vehicle. Mention their functions. [5]
- (ii) Mention *any two* differences between a carburetor and a fuel injection system. [5]
- (iii) Explain *any two* components of a vehicle's transmission system. Mention their functions. [5]

### **Question 7**

- (i) Write *any two* differences between manual transmission system and automatic transmission system. [5]
- (ii) Explain the difference between a live front axle and a dead front axle. [5]
- (iii) Explain the working principle of power steering. [5]

### **Question 8**

- (i) Mention *any five* essential hand tools commonly used in an automobile workshop. What are their primary functions? [5]
- (ii) What are the key steps involved in the proper washing of a vehicle, and why are they important? [5]
- (iii) How can automobile service providers handle customer complaints effectively? [5]

**Question 9**

- (i) Why is innovation essential for the competitiveness of the automobile industry? [5]
- (ii) What role does research and development (R&D) play in the automobile industry? [5]
- (iii) Why is customer's feedback important in the automobile service industry? [5]