

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.*
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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.

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

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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)

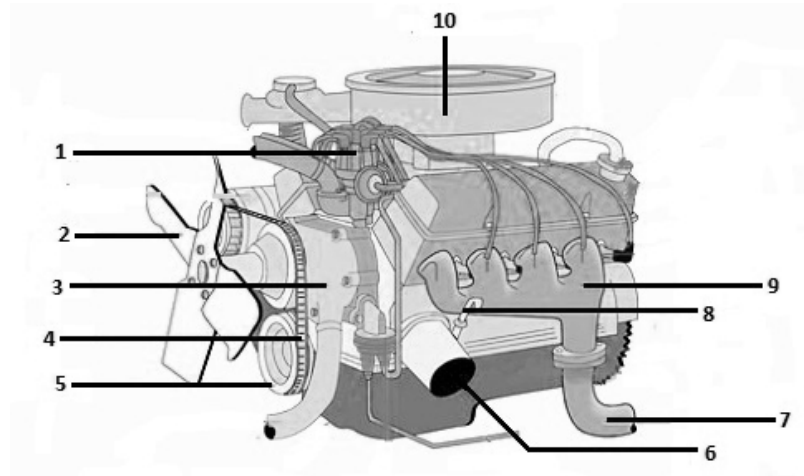
(Answer **any four** questions from this **Section**.)

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]