

HANDSET REPAIR ENGINEER

Difficulty Level/Marks- Easy/Marks (E/M), Medium/Marks (M/M), Difficult/Marks(D/M)

Q.1 Where will you receive the faulty handsets from? [E/4]

- A. Supervisor
- B. Customer facing team
- C. Colleague
- D. All of these

Correct Answer: B

Q.2 What is the purpose of obtaining details regarding the problem faced by the customer? [E/4]

- A. For database
- B. For understanding the problem
- C. For passing it to the supervisor
- D. None of these

Correct Answer: B

Q.3 By what time will you fix a customer's mobile if SLA is 6 hours and you received the mobile at 10 am? ? [M/6]

- A. After 6 p.m.
- B. Before 6 a.m.
- C. Before 4 p.m.
- D. None of these

Correct Answer: C

Q.4 Identify the shown measuring device. [M/4]



- A. Clamp meter
- B. Ammeter
- C. Multimeter
- D. None of these

Correct Answer: C

Q.5 Which one of the following techniques should be used for soldering? [M/6]

- A. Lead soldering
- B. Lead free soldering
- C. Both of these
- D. None of these

Correct Answer: B

Q.6 Identify the shown equipment. [M/6]



- A. USB cable
- B. Calorie counter
- C. ESD wrist strap
- D. None of these

Correct Answer: C

Q.7 What will you do in case of fire in workplace? [M/6]

- A. Panic
- B. Leave the premises
- C. Help others along while leaving premises
- D. None of these

Correct Answer: C

Q.8 Record sheet should be completed and retained according to which one of the following? [M/6]

- A. Company guidelines
- B. Colleague's instruction
- C. SLA
- D. None of these

Correct Answer: A

Q.9 Whom will you notify on the completion of repair activity? [M/6]

- A. Customer
- B. Supervisor
- C. Both of these

D. None of these

Correct Answer: D

Q.10 What is the possible solution for sim card not detecting in a customer's handset? [M/4]

- A. Expand the memory
- B. Reboot
- C. Expose sim to sun
- D. All of these

Correct Answer: B

Q.11 You have been provided with 4 repair activities with deadlines. Choose the one which you will finish first. [E/4]

- A. OS installation before 4 pm
- B. LCD replace before 8 pm
- C. Replacement of camera before 7 pm
- D. Charger problem before 5 pm

Correct Answer: A

Q.12 Which among the following is a part of software diagnosis? [M/4]

- A. POST
- B. Motherboard test
- C. Capacitor test
- D. All of these

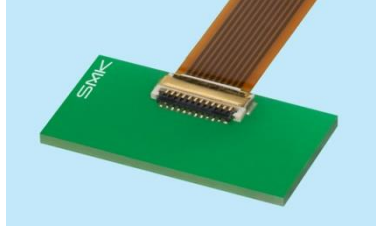
Correct Answer: A

Q.13 How will you clear an application's cache memory? [M/4]

- A. Uninstall application
- B. Increase external memory
- C. Clear from application settings~
- D. All of these

Correct Answer: C

Q.14 Identify the shown component of a mobile phone: [M/6]



- A. Motherboard
- B. SD card port
- C. FCP connector
- D. None of these

Correct Answer: C

Q.15 Identify the purpose of the shown tool [E/4]



- A. Replace LCD
- B. Open screws
- C. Solder
- D. All of these

Correct Answer: B

Q.16 What will you do if the System UI of a customer's android mobile has stopped working? [H/8]

- A. Wipe the system UI cache
- B. Uninstall large applications
- C. Install new system UI
- D. All of these

Correct Answer: A

Q.17 Where will you handover the mobile after repairing? [E/4]

- A. Quality assurance team
- B. Customer
- C. Supervisor
- D. Any of these

Correct Answer: A

Q.18 Identify the protective equipment in the shown image: [E/4]



- A. Anti-static wrist band
- B. Anti-static gloves
- C. RAM
- D. All of these

Correct Answer: B

Q.19 What will you do if you see a colleague getting shock from a current source?[E/4]

- A. Stand on something conductive
- B. Separate the person using a wooden or plastic broom
- C. Use wet hands to separate the person
- D. All of these

Correct Answer: B

Q.20 What is the purpose of risk control plans? [E/4]

- A. Identify hazards
- B. Assess risks
- C. Control risks
- D. All of these

Correct Answer: D

Q.21 Which one of the following should be tracked regularly in respect to the repairs? [E/4]

- A. Inventory
- B. Performance
- C. Sales
- D. All of these

Correct Answer: A

Q.22 What should be the next step after completing a repair? [E/4]

- A. Go home
- B. Ask for incentive
- C. Inform supervisor
- D. All of these

Correct Answer: C

Q.23 From whom will you receive the repair timelines? [E/5]

- A. Customer care
- B. Tools room
- C. Technical helpdesk
- D. Supervisor

Correct Answer: D

Q.24 What is the appropriate way of managing your work? [E/5]

- A. Do least important work first
- B. Do least important work at the end
- C. Do most important work at the end
- D. All of these

Correct Answer: B

Q.25 Identify purpose of the shown tool. [E/5]



- A. Used as coupler
- B. Fix the IC
- C. Remove the LCD screen
- D. All of these

Correct Answer: C

Q.26 Identify the shown device. [E/5]



- A. POST Test card
- B. Microprocessor
- C. IC
- D. None of these

Correct Answer: A

Q.27 Where will you refer in order to find root cause of a fault for a particular manufacturer?
[E/5]

- A. Customer care
- B. Supervisor
- C. Company specific technical database
- D. All of these

Correct Answer: C

Q.28 A customer complained about his tablet freezing frequently. What might be the reason behind this freezing? [E/5]

- A. Less storage
- B. Excessive use of applications
- C. Less storage
- D. All of these

Correct Answer: D

Q.29 How will you use the shown tool? [E/5]



- A. Clean the tablet
- B. Open the case of Tablet
- C. Fix the processor
- D. All of these

Correct Answer: B

Q.30 Which one of the following should be checked for calibration? [E/5]

- A. Plier
- B. Soldering machine
- C. Multimeter
- D. All of these

Correct Answer: C

Q.31 Why is it important to follow standard operating procedure while handling equipment?
[E/5]

- A. To damage the equipment
- B. Customer satisfaction
- C. To maintain zero-material defect

D. All of these

Correct Answer: C

Q.32 Which among the following will you do to avoid a hazard? [E/5]

A. Keep the equipment plugged in when not in use

B. Use well insulated tools

C. Unsafe storage of cables

D. All of these

Correct Answer: B