1. Why should complaints be factual and objective?

A. To reduce inspection time
B. To avoid responsibility
C. To improve clarity and understanding
D. To increase pressure

2. Which information is essential in a technical complaint?

A. Technician's opinion
B. Equipment ID and fault description
C. Cost of the machine
D. Staff names

3. Why is formal language important in technical complaints?

A. It shows frustration
B. It removes responsibility
C. It shortens reports
D. It improves clarity and professionalism

4. What should be done first when responding to a complaint?

A. Acknowledge the issue
B. Reject the complaint
C. Close the case
D. Replace equipment immediately

5. Which situation best describes non-compliance?

A. Equipment repaired ahead of schedule
B. Repair does not meet safety regulations
C. Spare parts delivered late
D. Machine is switched off

6. Which word best completes the sentence professionally?
"The machine has ___ operation."

A. paused
B. discontinued
C. ceased
D. broken

7. What is the main purpose of an urgent inspection?

A. To replace equipment
B. To immediately check a potential safety or operational issue
C. To delay production
D. To train staff

8. What does "corrective action" refer to?

A. Reporting the fault
B. Ignoring minor issues
C. Steps taken to fix the problem
D. Recording downtime

9. In the "Information Checklist," what does "Equipment ID" refer to?

A. The asset or serial number
B. The brand name
C. The type of fault
D. The date of purchase

10. What is the purpose of an "Inspection Report"?

A. To complain about a technician
B. To describe the history of the company
C. To order new advertising billboards
D. To confirm test results and current operational status

11. If a service is "discontinued," what has happened?

A. It has been investigated
B. It has been stopped
C. It has been repaired
D. It has been verified

12. True or False: A professional response to a complaint is important because it helps maintain a good relationship between the client and the manufacturer.

13. True or False: Including the **asset number** or **serial number** is optional because the service provider will know which machine they worked on.

14. True or False: Explaining the **operational status** helps the service team understand if the machine is partially working or completely unusable.

15. True or False: A good technical complaint focuses on the technician's personality rather than the **fault description** and **safety risks**.

16. True or False: It is important to request a **technical report** that confirms **compliance** and test results after the corrective work is done.

17. What should be provided after a complaint is resolved?

A. No further action
B. Verbal confirmation only
C. Written confirmation or report
D. Equipment removal

Choose the most professional and grammatically correct option to complete the sentence.

19. Since the maintenance visit last week, the motor _____ to overheat during normal operations.

A. is continued
B. has continued
C. was continue

20. We require _____ assistance as the production line is currently stopped.

A. urgent
B. urgently
C. an urgency

21. The equipment is not operating according to the manufacturer's _____ .

A. standards
B. specifications
C. standbys

22. If the vibration is still present, the technician _____ have missed a faulty bearing.

A. must
B. can
C. needn't

23. Please find attached the technical report _____ the test results.

A. confirm
B. confirmed
C. confirming

24. The Structure of a Technical Complaint

A professional engineering complaint follows a specific 5-part structure to ensure all necessary data is recorded. Put them in the correct order.

The Opening: State clearly that you are writing to report a problem following a specific service date.

Operational Impact: Explain the **Downtime**, production delays, and any potential **Safety Risks** to staff.

Requested Action: Be specific about what you need next (e.g., an inspection, a replacement part, and a final technical report)

Subject Line: Must include the equipment name and the level of urgency (e.g., "Urgent Issue – Conveyor Motor Fault").

Technical Description: Provide the **Asset Number** and a factual **Fault Description** (e.g., leaks, grinding noises, or overheating).

24. Fill in the gaps using the correct form of the word in brackets or a word from the box.

Box: | formally | safety | resolved | replaced | operational |

1. I am writing to _____ complain about the substandard repair service.
2. The damaged conveyor belt must be _____ immediately to prevent further downtime.
3. A loose guard rail presents a serious _____ hazard to our operators.
4. The machine is currently not _____ because the power supply has failed.
5. The issue was finally _____ after the control board was updated.