

TE 2. Unit 7.3. Test

Surname Name Group

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.