

ROADSIDE MOTORIST ASSISTANT
Selection Process I.D.#
3205/0724

EXAMINATION PLAN

WRITTEN EXAM

Multiple Choice - 45 items

Weight = 100%

Pass = 70% or better

Time Limit = 1.0 hour

CONTENT AREA	# OF ITEMS	PERCENTAGE
Knowledge of Automotive Maintenance and Service	13	<u>28.89</u>
Safety Principles	5	11.11
Interpersonal and Public Contact Principles	10	<u>22.22</u>
Language/Grammar/Spelling	5	<u>11.11</u>
Public Relations Principles	8	<u>17.78</u>
Logic and Reasoning	4	8.89
TOTAL	45	100%

Reference Sources:

Fulton-Calkins, PG. and K. M. Stulz. Procedures & Theory for Administrative Professionals. 6th Ed., South-Western Cengage Learning. 2009.

Keller, J.J. & Associates Inc. Staff, OSHA Staff. Keller's Official Safety Handbook. 1994

Lynn, V. The Complete Idiots Guide To Auto Repair, New York. The Penguin Group. 2007

Oliverio, M.E., Pasewark, W.R. and White, B. The Office, Procedures and Technology. South-Western CENGAGE Learning. 2007

Stewart, D. The Power of People Skills. J. Wiley & Sons. 1986

Car Safety Checklist. http://safetyissues.com/site/transportation/car_safety_checklist.html

Sabin, William A., The Gregg Reference Manual, 8th Edition, Glencoe McGraw-Hill, 1996

<http://ask.cars.com/>

<https://www.yourmechanic.com/request-service-online>

http://www.agcoauto.com/content/news/p2_articleid/166

<http://www.edmunds.com/how-to>

<http://www.ehow.com>

<http://www.einsurance.com/journal>

<https://www.workplacefairness.org>

www.dummies.com/how-to

This examination consists of 45 multiple choice questions.