

**ROADSIDE MOTORIST ASSISTANT**  
**Selection Process I.D.#**  
**3205/0423**

**EXAMINATION PLAN**

**WRITTEN EXAM**

Multiple Choice - 50 items

Weight = 100%

Pass = 70% or better

Time Limit = 1.5 hours

<b>CONTENT AREA</b>	<b># OF ITEMS</b>	<b>PERCENTAGE</b>
Knowledge of Automotive Maintenance and Service	35	70
Safety Principles	5	10
Interpersonal and Public Contact Principles	<u>10</u>	<u>20</u>
TOTAL	50	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

Schultz, M. Keep Your Car Running Practically Forever. Yonkers, New York. Consumer Reports. 1991

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

AGCO Auto Repair Service. [http://www.agcoauto.com/content/news/p2\\_articleid/166](http://www.agcoauto.com/content/news/p2_articleid/166)

Car Safety Checklist. [http://safetyissues.com/site/transportation/car\\_safety\\_checklist.html](http://safetyissues.com/site/transportation/car_safety_checklist.html)

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

<http://auto.howstuffworks.com>

[http://safetyissues.com/site/transportation/car\\_safety\\_checklist.html](http://safetyissues.com/site/transportation/car_safety_checklist.html)

[http://tires.about.com/od/Tire\\_Safety\\_Maintenance/](http://tires.about.com/od/Tire_Safety_Maintenance/)

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

<https://www.popularmechanics.com/search/#searchoverlay>

[http://www.agcoauto.com/content/news/p2\\_articleid/166](http://www.agcoauto.com/content/news/p2_articleid/166)

<http://www.allstate.com/insurance-industry-news/general-safety-and-prevention-tips/>

<http://www.ask.com/vehicles/>

<http://www.cars.com/go/advice>

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

<http://www.ehow.com>

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

<http://www.geeksoncars.com/>

<http://www.handymanlynness.com/archives/auto>

<http://www.safercar.gov/tires>

<https://www.workplacefairness.org>

[www.dummies.com/how-to](http://www.dummies.com/how-to)

**This examination consists of 50 multiple choice questions. All questions are equally weighted.**