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Exam : **SVC-19A**

Title : Apple Service Fundamentals Exam

Vendor : Apple

Version : DEMO

NO.1 Select the statement that appropriately sets customer expectations when fixing an issue.

- A. "We currently do not have that part in stock. I can call you as soon as the part arrives."
- B. "I promise to have the product ready by midday tomorrow."
- C. "Repairing this component is easy. We never fail to do it in less than four hours."
- D. "Our courier always delivers on time."

Answer: A

NO.2 How would you define a "positive no" to a co-worker?

- A. You say no with a positive voice inflection.
- B. It's leading with "no" and not engaging in any further conversation with the customer.
- C. Lead with a positive then switch to a negative, such as, "Definitely not."
- D. It is a way to correct a customer by informing them of what you can do.

Answer: D

NO.3 Tony would like to create a new Apple ID to use with iTunes. It is his preference not to give his credit card information.

Which of the following is the correct statement about his situation?

- A. Tony will not be able to use an Apple ID with iTunes unless he is willing to give credit card information.
- B. Tony can create an Apple ID in iTunes without a credit card or other payment method.
- C. Tony will have to purchase an iTunes gift card before he can setup his Apple I
- D. Tony will have to use a bank account and routing number to setup his Apple I

Answer: B

NO.4 Please refer to the following information to answer the questions on the right.

Debra has brought her iPad Pro to you for troubleshooting. She has been experiencing very slow charging of the battery and says the only way she can get a full charge is to leave the iPad alone for more than 12 hours.

She brought in an Apple Power adapter and Lightning to USB cable. When you examine the power adapter, you notice that it is an iPhone power adapter not an iPad power adapter. You also noticed she was using an iPhone 6s while waiting to see you. Debra thinks her iPad is defective because her iPhone has no issue charging with this power adapter and cable.

Based on the information Debra provided, which of the following resources can you share with her that explains the cause of the issue?

- A. Apple VMI Guide
- B. GSX Troubleshooting articles
- C. Apple Service Guide
- D. Apple Support articles

Answer: C

NO.5 Helena dropped her iPhone 8 and shattered the display. Her technician, Carlos, aligned with her disappointment and assured her that he could get it fixed that day. She began crying and asked to speak to a manager. What should Carlos have done to keep the situation from escalating? (Choose two.)

- A.** Carlos should have let the customer know that he is not authorized to override the cost of the replacement.
- B.** Nothing. The customer is just an unreasonable person. Carlos has no control over the policy, and she has to accept that.
- C.** Carlos should have built rapport with his customer by getting to know her as a person. He may have found out that something frustrating happened before coming in to the store, and she is already upset.
- D.** Carlos should have brought in a manager as soon as he saw that it was accidental damage. These situations never go well, and they usually end in a manager giving the repair to the customer for free.
- E.** Carlos should have acknowledged how important it is to have a working iPhone, especially because it is more than just a phone to most people.

Answer: C,E

NO.6 Which of the following statements empathize with the customer or helps resolve a conflict? (Choose three.)

- A.** "I'm sorry to hear that."
- B.** "Calm down. You are being ridiculous."
- C.** "It is not possible to repair it by Monday."
- D.** "You are right. I would be frustrated as well."
- E.** "Please control yourself. That is not how it works."
- F.** "These devices are expensive, I cannot change that."
- G.** "I can understand why you are upset."

Answer: A,D,G

NO.7 Which of the following statements are true when safely handling of batteries and portable computer case assemblies with built-in battery? (Choose three.)

- A.** Never attempt to separate or remove the battery from a case assembly that has a built-in battery.
- B.** Do not expose lithium batteries to high temperatures.
- C.** If something unusual is noticed (such as an odor, swelling, discoloration, deformity or overheating), connect the device to a power outlet and run Diagnostics.
- D.** Lift batteries or case assemblies using the battery cable.
- E.** Technicians should put on nitrile or lint free gloves when dealing with hot batteries.
- F.** When performing a visual inspection, view the battery from about one foot away.
- G.** If a battery is dropped, it can be reused after visual inspection.

Answer: E,F,G