



**Free Questions for *SVC-19A* by *certscare***

**Shared by *Bradford* on *12-12-2023***

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## Question 1

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### Question Type: MultipleChoice

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If Michel accidentally drops a replacement top case assembly with battery for a MacBook Pro (Retina, 15-inch, Mid 2015), what steps should he take before continuing with the repair?

#### Options:

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- A-** Visually inspect the top case assembly with battery for damage and let it sit on the workbench for 2 hours to observe if any events occur. If none occurs, continue the repair with that service part.
- B-** Visually inspect the top case assembly with battery that fell to the floor and replace it with a new service part if the damage exceeds the damage thresholds.
- C-** Dispose of the top case assembly with battery that fell to the floor and use an undamaged service part instead.
- D-** Continue using the top case assembly with battery that fell to the floor if there are no signs of damage.

#### Answer:

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A

## Question 2

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**Question Type: MultipleChoice**

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When servicing devices with embedded batteries, your primary concern should be for your own safety and those around you.

Which of the following considerations are workstation requirements when servicing these devices? (Choose two.)

**Options:**

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- A- Keep paper at least 1 feet (0.3m) away.
- B- Keep 8 to 10 cups of water within arms reach.
- C- Always wear safety glasses when performing repair work.
- D- Ensure there is a water or an ABC/CO2 fire extinguisher nearby.
- E- Keep combustible materials away from the work area.

**Answer:**

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C, E

## Question 3

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**Question Type: MultipleChoice**

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Laura is performing a visual inspection of an embedded battery. What kinds of cosmetic issues should she look for? (Choose two.)

**Options:**

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- A- UPC Code
- B- Apple product serial number
- C- IATA compliance label
- D- Scratches
- E- QR Code
- F- Apple logo
- G- Dents or dot imprints

**Answer:**

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D, G

## Question 4

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**Question Type:** MultipleChoice

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Which of the following statements is true about an actively swelling embedded battery?

**Options:**

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- A-** Actively swelling batteries are not considered a safety concern.
- B-** Actively swelling batteries are likely caused by large amounts of liquid inside the batteries.
- C-** Actively swelling batteries are unlikely to lead to thermal runaway.
- D-** Actively swelling batteries are more likely to rupture and release gasses.

**Answer:**

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D

## Question 5

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**Question Type: MultipleChoice**

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Which of the following customer statements would alert you to a safety issue? (Choose two.)

### Options:

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- A- My iPhone flashed and sparked when I tried to charge it.
- B- The corner of my iPad is badly bent.
- C- My iPhone has fluctuating sound levels. Sometimes it is deafening.
- D- The screen is too bright. It hurts my eyes.
- E- My new Apple Watch makes me itchy and my wrist is red and irritated.
- F- The home button on my iPhone seems to have sunk.

### Answer:

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A, F

## Question 6

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### Question Type: MultipleChoice

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Which of the following statements are true when safely handling of batteries and portable computer case assemblies with built-in battery? (Choose three.)

## Options:

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

## Answer:

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B, C, G

## Question 7

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### Question Type: MultipleChoice

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Select the best response to the following customer statement:

"My iPhone sparked when I tried to sync it."

**Options:**

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- A-** Sounds like you have a damaged sync cable. If the cable is damaged sparking can happen.
- B-** I want to make sure we get a complete history of this issue. May I ask some specific troubleshooting questions?
- C-** Are you sure you know how to sync an iPhone to a computer properly?
- D-** All electronics can make sparks, you must be experiencing static electricity.

**Answer:**

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B

## Question 8

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**Question Type:** MultipleChoice

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If the battery inside an iPhone is dented, punctured, swollen, or otherwise damaged, which of the following is the proper next step to take?

**Options:**

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- A- Reassemble the iPhone and replace whole unit.
- B- Reassemble the iPhone and return it to the customer.
- C- Turn on the device and run it until the battery is below 50 percent charge, then replace the battery carefully.
- D- Remove the battery carefully, then replace it.

**Answer:**

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D

## Question 9

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**Question Type:** MultipleChoice

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Please refer to the following information to answer the questions on the right.

Lucille has issues with her Apple device and takes it to an Apple Service Provider where Baron, a technician, assists her. Without much knowledge about the technical aspects of her device, Lucille vaguely describes the issues to Baron.

Which action should Baron avoid while listening to Lucille?

**Options:**

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- A- Recording notes
- B- Focusing on the customer
- C- Interrupting
- D- Smiling

**Answer:**

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C

## Question 10

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**Question Type:** MultipleChoice

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Please refer to the following information to answer the questions on the right.

Lucille has issues with her Apple device and takes it to an Apple Service Provider where Baron, a technician, assists her. Without much knowledge about the technical aspects of her device, Lucille vaguely describes the issues to Baron.

Which of the following skills would help Baron verify that he understood the issue that Lucille described?

**Options:**

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A- Evaluating

B- Imitating

C- Listening

D- Reflecting

**Answer:**

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D

## Question 11

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**Question Type:** MultipleChoice

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Please refer to the following information to answer the questions on the right.

Lucille has issues with her Apple device and takes it to an Apple Service Provider where Baron, a technician, assists her. Without much knowledge about the technical aspects of her device, Lucille vaguely describes the issues to Baron.

Which two of the following behaviors will not help Baron understand Lucille's issue? (Choose two.)

**Options:**

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- A- Remain silent until Lucille is done.
- B- Try to prove that Lucille is wrong about the issue.
- C- Reflect what Lucille says.
- D- Immediately suggest a solution to Lucille.
- E- Use appropriate body language to acknowledge Lucille's issue.

**Answer:**

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B, D

## Question 12

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**Question Type:** MultipleChoice

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Please refer to the following information to answer the questions on the right.

Hannah recently picked up her iMac after a repair. The sound from the speakers was distorted and unclear and a technician determined that a repair would resolve the issue.

Once Hannah returned home with the iMac, the sound issue occurred again.

Hannah has returned. She is angry and she is cursing at the technician.

Which of the five conflict resolution steps is missing in the following response to Hannah?

{Calmly} "Your shouting is very distracting and I want to focus on helping you. If you explain your issue more quietly I will do my best to find a resolution."

**Options:**

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- A- Try to find a way to say "You're right."
- B- Try to find a way to show sympathy and correct the customer.
- C- Describe how the customer is incorrect about the specific issue.
- D- Propose an approach that refocuses the discussion.
- E- Stay calm.

**Answer:**

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D

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