Q&A

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Service Desk Manager Qualification

QUESTION: 224
Which of the following would be a clear benefit of mentoring?

A. It strengthens an individuals self-development
B. It enables individuals to carry out tasks more effectively
C. It boosts an individuals knowledge of their industry
D. It helps people work together better in a team

Answer: A

QUESTION: 225
You have a new member of staff starting on the Service Desk and you are planning to spend some time mentoring them. Which option best describes the first step you should take in this process?

A. Review individual analyst KPIs
B. Define your mentoring plan for the staff member
C. Assess the employees abilities, competencies and commitment level
D. Prepare a training and development plan for them

Answer: C

QUESTION: 226
In the mentoring process, what is the recommended period of time for the follow-up meeting to be scheduled?

A. 3 4 weeks
B. 2 3 months
C. 5 10 days
D. 24 48 hours

Answer: C

QUESTION: 227

Which of these options is a characteristic of an effective mentor?

A. An effective mentor Is a successful leader in their field
B. An effective mentor works on your personal skills and relationships
C. An effective mentor discusses your progress and shapes development
D. An effective mentor uses structured learning techniques for training

Answer: C

QUESTION: 228
Which of these would be the most valid definition of stress?

A. Stress is an individuals natural reaction to a crisis like a family tragedy
B. Stress is an individuals natural reaction to situations involving change
C. Stress is an individuals natural reaction to new members joining the team
D. Stress is an individuals natural reaction to situations of great joy or excitement

Answer: B

QUESTION: 229
Which of these options is a psychological symptom of stress?

A. Inability to articulate properly
B. Increased heart rate
C. Increased blood pressure
D. Over reaction to situations

Answer: D

QUESTION: 230
Of the options listed, which is a common cause of stress often seen in the Service Desk environment?

A. Routine scheduling of tasks
B. Staff have left and not been replaced
C. Working closely with developers
D. Desk seating plans

Answer: B

QUESTION: 231
Which of these options is a suitable technique for dealing with stress?

A. Primal team scream
B. A mix of work and outside activities
C. Shouting when off the phone
D. Sticking to agreed procedures

Answer: A

QUESTION: 232
Which of the following would typically NOT be a positive effect of stress?

A. Staff show optimised levels of performance
B. Staff show up on time every day and are generally happier
C. Staff show greater levels of energy and motivation
D. Staff productivity levels increase

Answer: B

SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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