



# 312-75<sup>Q&As</sup>

Certified EC-Council Instructor (CEI)

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### QUESTION 1

Mrs. Swella is instructing her students to be help desk technicians. She wants them to understand the frustration they may experience once on the job.

Which one of the Mowing presentation techniques is correct to use in the above situation?

- A. Role play in which the student plays the help desk technician
- B. Role play in which the instructor plays the help desk technician
- C. A lecture presented on the basic principles of customer relations
- D. Reading assignments on the subject of customer relations

Correct Answer: A

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### QUESTION 2

During the early part of the second day of a five-day course you are teaching, you suddenly hear the loud noises of a city construction crew tearing up pavement outside your classroom.

You notice that students are becoming distracted by the noise.

What should you do in the above situation?

- A. Continue the class, using a louder voice while instructing.
- B. At the next break, attempt to locate another suitable classroom.
- C. Give students an assignment that does not require any instructor-student interaction.
- D. Cancel class for the rest of the day and give the students a reading assignment.
- E. Tell the class to ignore the noise and pay attention.

Correct Answer: B

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### QUESTION 3

What is the PRIMARY reason for using a variety of media in a presentation?

- A. To confirm effectiveness of course design
- B. To enhance instructor credibility
- C. To demonstrate subject matter expertise
- D. To receive favorable evaluations from the student
- E. To maintain learner attention and interest



Correct Answer: E

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#### QUESTION 4

Which one of the following is NOT a characteristic of a good question?

- A. Short enough for students to remember
- B. Stated so that it suggests an answer
- C. Stated in a language familiar to the student
- D. Constructed to stress the key points of a lesson
- E. Stated to require a simple yes or no answer

Correct Answer: B

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#### QUESTION 5

Company eBay helps individuals sell products to other individuals and takes a small commission on each sale. What EC classification do they fit?

- A. P2P
- B. B2B
- C. B2C
- D. C2C

Correct Answer: D

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