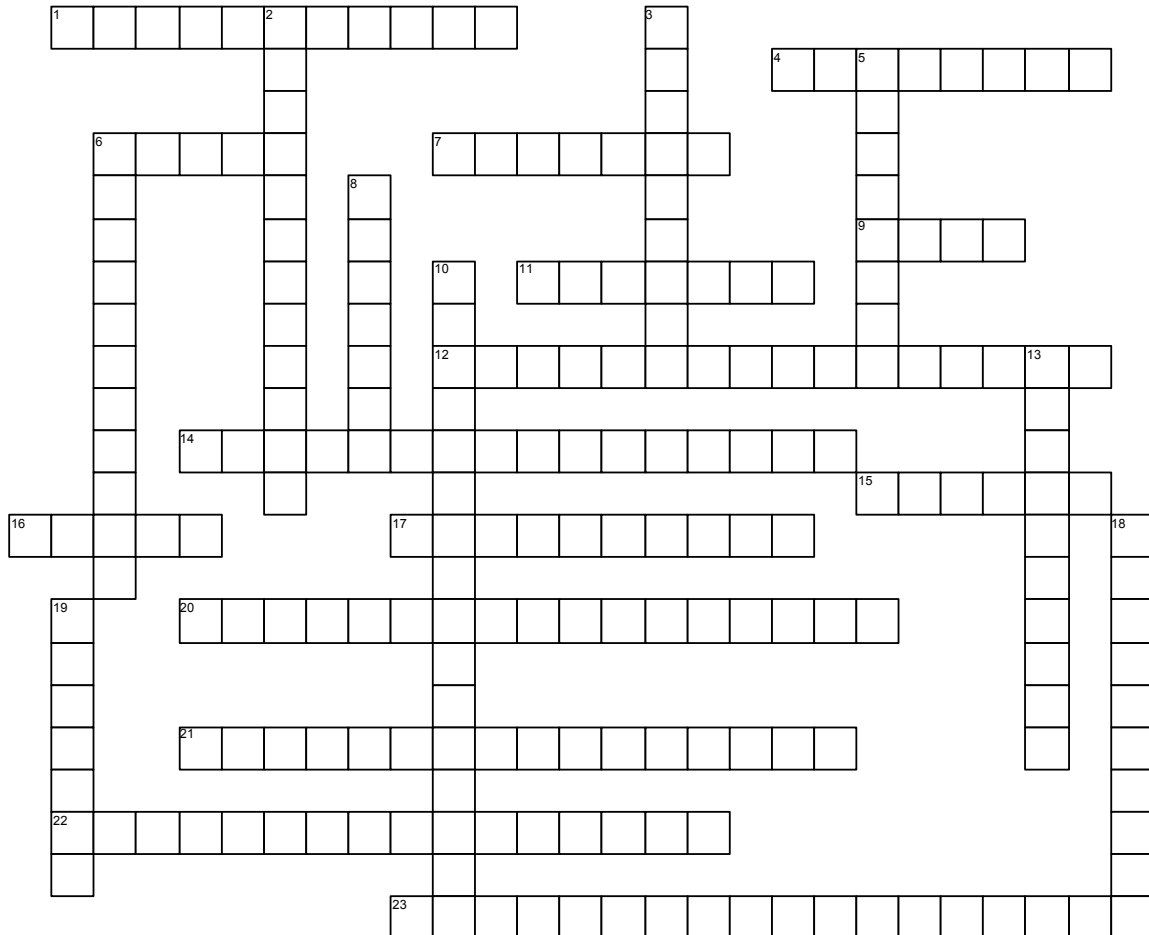


Working As A Professional Service Technician

Chapter 4



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ACROSS

- 1 A _____ is assigned to a technician who is best qualified to perform the work.
- 4 The application of the service technician's sticker to the back of the work order or completing the details of the repair into the electronic service record is called _____ the work order.
- 6 The service technician should write the _____ of the problem on the work order.
- 7 A mentor is a person at the job site who helps the beginning service technician, also called the _____.
- 9 The old replaced part is often returned for remanufacturing and is called a _____.
- 11 Another name for a remanufactured component is a _____ component.
- 12 Parts replacement is often called _____.
- 14 Parts manufactured to be sold for use after the vehicle is made are often referred to as _____.
- 15 Most aftermarket parts are sold at automotive parts stores or _____.
- 16 Another name for a service bay is a _____.
- 17 The technician gets the keys and drives the customer's vehicle to an assigned service bay to perform the necessary repairs.
- 20 _____ parts are generally of the highest quality because they have to meet performance and durability standards not required of replacement parts manufacturers.
- 21 The process of analyzing and evaluating information and making a

- conclusion is called _____.
- 22 _____ is used to indicate that the technician checked the component for damages.
 - 23 In many cases, a beginning technician's activities are simply observed and noted, which is a type of _____.

DOWN

- 2 Another name for aftermarket parts is _____.
- 3 A jobber or parts retailer usually gets parts from a large regional _____ distributor.
- 5 An _____ represents and helps the trainee's concerns be expressed to others.
- 6 _____ means that the customer will be paying for the service work at a dealership rather than the warranty.
- 8 An _____ helps with career-type decisions, such as what tools are needed.
- 10 If a written evaluation is performed, this is called a _____.
- 13 A _____ is often charged by parts stores when a new part is purchased.
- 18 The service technician should write what _____ was performed on the vehicle.
- 19 Write on the work order what was done to confirm the customer's _____.