







04 WORKING AS A PROFESSIONAL SERVICE TECHNICIAN

FIGURE 4.3 Note the skill levels of the technician and the extra time that should be added if work is being performed on a vehicle that has excessive rust or other factors as stated in the time guide.



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UN FIGURE 4.1

Technician Evaluation

Please check one of the spaces to the left of each characteristic which best expresses your judgment of the technician.

<p>ATTITUDE APPLICATION TO WORK</p> <ul style="list-style-type: none"> <input type="checkbox"/> enthusiastic and professional <input type="checkbox"/> care-reverent and industrious <input type="checkbox"/> energetic in diagnosis and repairs <input type="checkbox"/> courteous and pleasant <input type="checkbox"/> friendly and interested 	<p>INITIATIVE</p> <ul style="list-style-type: none"> <input type="checkbox"/> proceeds well on tasks for which <input type="checkbox"/> proceeds independently of direct <input type="checkbox"/> state of assigned work <input type="checkbox"/> handles <input type="checkbox"/> need to consult frequently
<p>DEPENDABILITY</p> <ul style="list-style-type: none"> <input type="checkbox"/> performs assignments <input type="checkbox"/> offers advice in (responsibility) <input type="checkbox"/> quality dependable <input type="checkbox"/> maintains regularity in conduct <input type="checkbox"/> consistent 	<p>RELATIONS WITH OTHERS</p> <ul style="list-style-type: none"> <input type="checkbox"/> gets along well with others <input type="checkbox"/> works well with others <input type="checkbox"/> gets along satisfactorily <input type="checkbox"/> has difficulty working with others <input type="checkbox"/> works well with others
<p>QUALITY OF WORK</p> <ul style="list-style-type: none"> <input type="checkbox"/> excellent <input type="checkbox"/> very good <input type="checkbox"/> good <input type="checkbox"/> fair <input type="checkbox"/> poor 	<p>QUANTITY OF WORK</p> <ul style="list-style-type: none"> <input type="checkbox"/> exceeds high output <input type="checkbox"/> meets high output <input type="checkbox"/> normal output <input type="checkbox"/> below average <input type="checkbox"/> low output, slow
<p>MATURITY</p> <ul style="list-style-type: none"> <input type="checkbox"/> shows confidence <input type="checkbox"/> has good self-reliance <input type="checkbox"/> handles difficulty <input type="checkbox"/> action assertive <input type="checkbox"/> firm <input type="checkbox"/> brags 	<p>JUDGMENT</p> <ul style="list-style-type: none"> <input type="checkbox"/> intelligently makes <input type="checkbox"/> shows average <input type="checkbox"/> usually makes the right decision <input type="checkbox"/> often uses poor judgment
<p>ABILITY TO LEARN</p> <ul style="list-style-type: none"> <input type="checkbox"/> learned skills exceptionally well <input type="checkbox"/> learned skills readily <input type="checkbox"/> average in understanding work <input type="checkbox"/> refers often to learning <input type="checkbox"/> slow to learn 	<p>ATTENDANCE</p> <ul style="list-style-type: none"> <input type="checkbox"/> regular <input type="checkbox"/> irregular <p>PUNCTUALITY</p> <ul style="list-style-type: none"> <input type="checkbox"/> regular <input type="checkbox"/> irregular

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