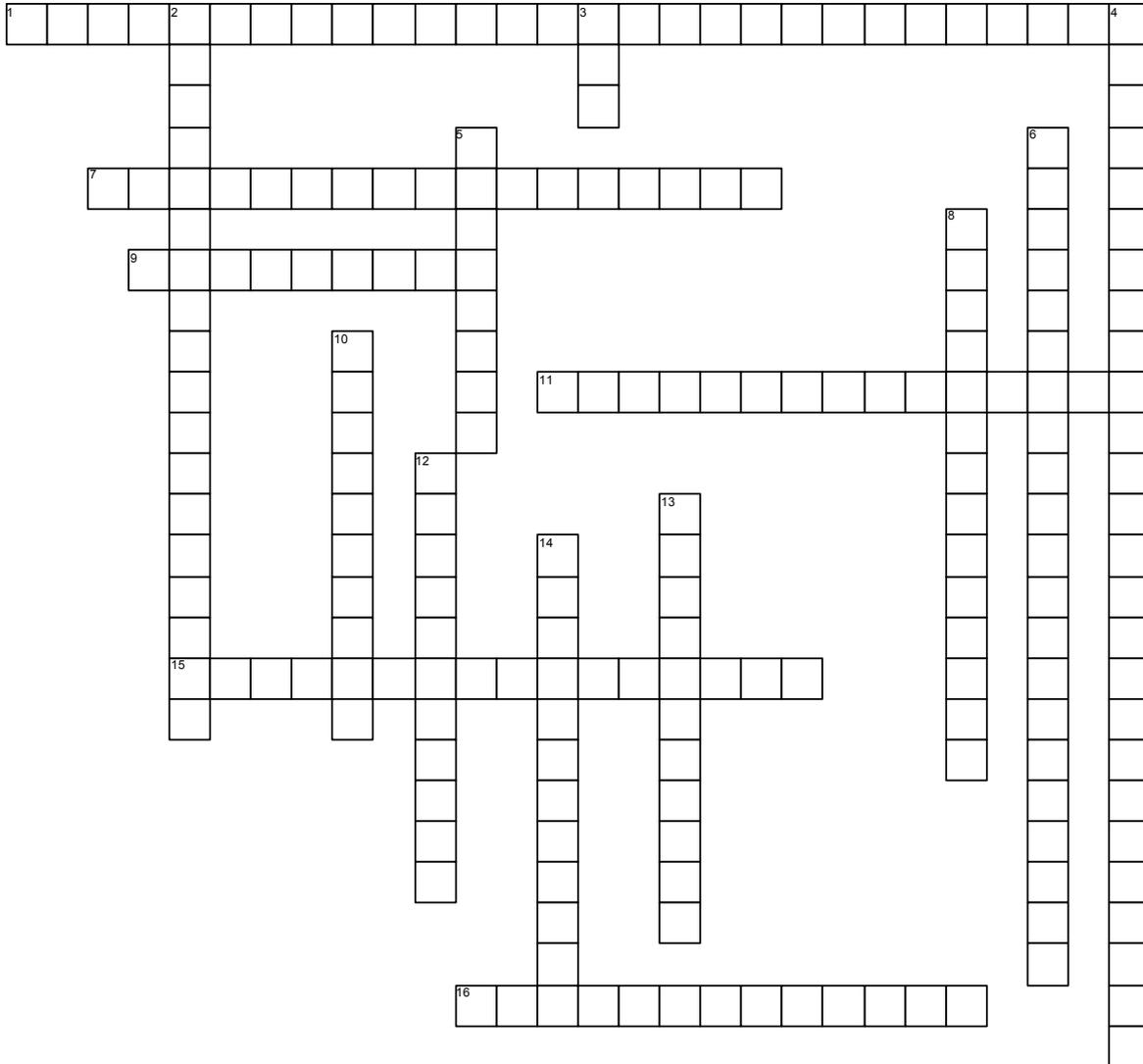


Careers In The Automotive Service Industry

Chapter 2



<http://jameshaldeman.com>

ACROSS

- 1 _____ are small- to medium-size repair facilities that usually work on a variety of vehicles.
- 7 _____ are large national chains of vehicle repair facilities and are common in most medium- to large-size cities.
- 9 The _____ is a legal document that includes the description of the vehicle and the work requested by the customer.
- 11 Many city, country, and state governments have their own vehicle service facilities called _____.
- 15 The training could be _____ or could be the result of high school or college automotive training.
- 16 A _____ is the person at the dealership or shop designated to communicate the needs of the customer and accurately complete the work order.

DOWN

- 2 The parts manager and other parts personnel such as the _____

- _____ are responsible for getting the correct part for the service technician.
- 3 The vehicle has to be properly identified by including the _____ on the work order.
- 4 _____ usually limit their service work to selected systems or components of the vehicle and/or to a particular brand of vehicle.
- 5 A _____ is a guarantee to the purchaser of a vehicle that it will function as specified.
- 6 _____ handle one or more brands of vehicle, and the technicians employed there usually have to meet minimum training standards. □
- 8 The _____ rarely works on a vehicle but instead organizes the service facility and keeps it operating smoothly.
- 10 A _____ is an experienced service technician who is capable of performing most if not all the work that the shop normally handles.
- 12 A _____ is an experienced service technician who is usually paid a salary.
- 13 The need for trained and skilled automotive _____ is greater than ever.
- 14 An _____ is a person who starts and operates a business.