Online Assignment

Chapter 4
Working as a Professional Service Technician

Question 4

(Online) find two articles about the three C's (Concern, Cause, and Correction). (Below) list why the three C's are important to a technician. List how the three C's guide a technician to make a correct diagnosis and repair. List why it is important to have strong communication skills when talking with a customer. Be prepared for in-class discussion. List references.

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