

Name \_\_\_\_\_

**SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.**

1) What should be included on a work order?

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2) What are some examples of mass merchandiser facilities?

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3) What tasks are usually performed by a general service technician?

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4) What duties are performed by the shop foreman and service manager?

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5) What duties are performed by a parts counter person?

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## Answer Key

### Testname: SHORT 2

1) The work order lists customer and vehicle information, including the VIN and a listing of services requested by the owner.

Page Ref: 12

2) Some examples of these chains include Sears, Goodyear, Firestone, and NAPA.

Page Ref: 10

3) A general service technician performs duties such as:

- a. Uses diagnostic equipment and test drives vehicles, plus uses service information
- b. Disassembles, replaces or repairs, and reassembles components
- c. Performs scheduled service maintenance
- d. Informs customers about the work performed by completing the work order

Page Ref: 12

4) The shop foreman runs the shop and directs and helps the service technician. The service manager is responsible for all aspects of the service department, including customer service.

Page Ref: 13

5) The parts counter person greets customers and helps find the correct parts needed. A parts counter person also handles the purchase orders and money, if a cash sale is made.

Page Ref: 14