

Name \_\_\_\_\_

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

1) What factors are a part of being a professional service technician?

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2) What is a mentor?

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3) A formal evaluation could include what items?

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4) What are the three C's?

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5) What should be included on the work order after the repair has been completed?

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## Answer Key

### Testname: SHORT 4

- 1) The factors that are associated with being a profession service technician include:
  - a. Being consistent in action and attitude
  - b. Being honest and keeping your word
  - c. Continuously trying to improve technician expectations
  - d. Work successfully with others
  - e. Apologize, if wrong

Page Ref: 24
- 2) A mentor is a highly qualified technician who is assigned to a beginning service technician to help them learn all aspects of the trade.

Page Ref: 30-31
- 3) A typical formal evaluation includes an analysis of attitude toward work and others, quality and quantity of work, punctuality, and professionalism.

Page Ref: 33
- 4) The three C's are customer complaint (concern), cause, and correction.

Page Ref: 27
- 5) The technician should list the three C's on the work order after the repair has been completed. Listing the consumer complaint, the cause, and the final correction will give the vehicle owner a detailed account of the process that was followed to correct the concern.

Page Ref: 27