

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?

2) What duties are performed by vehicle salespeople?

3) Why should a vehicle be inspected when the work order is being written?

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

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

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

Answer Key

Testname: INTRO_SHORT2

- 1) The work order lists customer and vehicle information, including the VIN and a listing of services requested by the owner.
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- 2) Vehicle salespeople greet the customer and help them select and purchase a vehicle. These duties include understanding and following all of the paperwork requirements needed to complete the sale, including loan applications and license forms.
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- 3) A vehicle should be inspected when the work order is being written to be sure that no damage to the vehicle has already occurred that could be blamed on the shop later.
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- 4) 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.
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- 5) 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 orderPage Ref: 12
- 6) 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.
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