

Name _____

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

1) What are the roles of a mentor?

2) What is a mentor?

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

4) What are the responsibilities the beginning technician has to the shop and/or mentor?

5) A formal evaluation could include what items?

6) What are the three C's?

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

Answer Key

Testname: INTRO_SHORT4

- 1) The role of a mentor is to guide and help the technician with technical skills as well as with professional skills.
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- 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.
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- 3) 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 wrongPage Ref: 27
- 4) The responsibilities of a beginning technician include:
 - a. Report to work everyday on time.
 - b. Perform the assigned task; if unsure as to what or how to do something, ask your mentor, another technician, the shop foreman, or the owner.
 - c. Keep a neat appearance and act as if a customer is observing your behavior at all times.
 - d. Complete the work order and include the three C's (complaint, cause, and correction).Page Ref: 34
- 5) A typical formal evaluation includes an analysis of attitude toward work and others, quality and quantity of work, punctuality, and professionalism.
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- 6) The three C's are customer complaint (concern), cause, and correction.
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- 7) 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.
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