Introduction to Automotive Service
Chapter 2

Name_____

MATCHING. Choose the item in column 2 that best matches each item in column 1.

1) Warranty	A) Service manager	1) _____
2) Factory training	B) Dealership principal	2) _____
3) Aftermarket training	C) Keeps customer informed	3) _____
4) Lube tech job	D) Dealership technicians	4) _____
5) New car prep technician	E) Performed at a dealership	5) _____
6) Service technician	F) General manager	6) _____
7) Assigns work to technicians	G) Oil and filter change	7) _____
8) Service advisor	H) Performs brake repairs	8) _____
9) Assigns work hours and technician pay	I) Shop foreman	9) _____
10) Owns the dealership	J) Independent shops	10) _____
	K) Install dealer level options	

Answer Key
Testname: INTRO_MATCH2

1) E
Page Ref: 9
2) D
Page Ref: 10
3) J
Page Ref: 10
4) G
Page Ref: 11
5) K
Page Ref: 12
6) H
Page Ref: 12
7) I
Page Ref: 13
8) C
Page Ref: 13
9) A
Page Ref: 14
10) B
Page Ref: 16