

Name _____

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

- | | | |
|--------------------------|-----------------------|-----------|
| 1) Ethics | A) Leaking radiator | 1) _____ |
| 2) Concern | B) Third of the 3 Cs | 2) _____ |
| 3) Cause | C) Service advisor | 3) _____ |
| 4) Correction | D) Talk when possible | 4) _____ |
| 5) Prepares the estimate | E) Remove and replace | 5) _____ |
| 6) Documents the RO | F) First of the 3 Cs | 6) _____ |
| 7) R & R | G) Technician | 7) _____ |
| 8) Sublet repair | H) Second of the 3 Cs | 8) _____ |
| 9) Remanufactured part | I) Service manager | 9) _____ |
| 10) When listening | J) Right or wrong? | 10) _____ |
| | K) Stop talking | |
| | L) Core charge | |

Answer Key

Testname: INTRO_MATCH4

1) J

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2) F

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3) H

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4) B

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5) C

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6) G

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7) E

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8) A

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9) L

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10) K

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