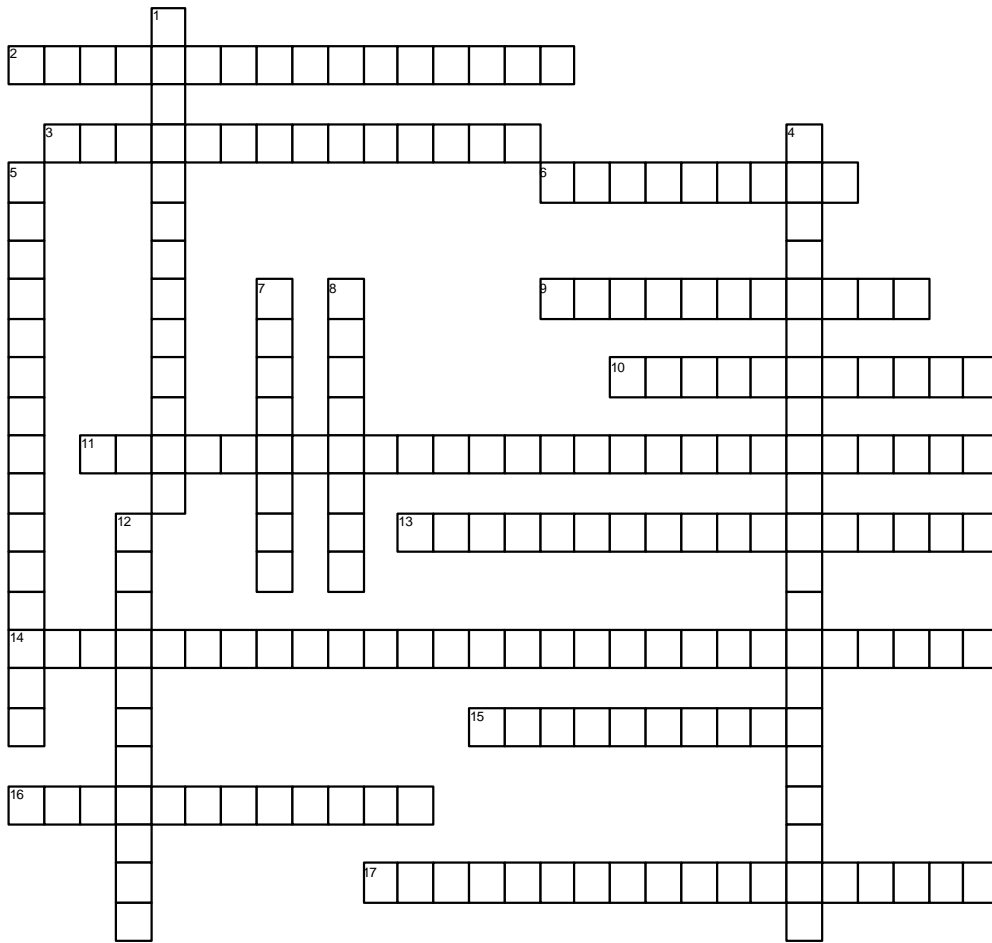


Careers In The Automotive Service Industry

Chapter 2



<http://jameshalderman.com>

ACROSS

- 2 Training that occurs while working is often referred to as ____-____.
- 3 The _____ rarely works on a vehicle but instead organizes the service facility and keeps it operating smoothly.
- 6 The ____ ____ is a legal document that includes the description of the vehicle and the work requested by the customer.
- 9 A _____ is an experienced service technician who is usually paid a salary.
- 10 The need for trained and skilled automotive _____ is greater than ever.
- 11 _____ usually limit their service work to selected systems or components of the vehicle and/or to a particular brand of vehicle.
- 13 _____ are large national chains of vehicle repair facilities and are common in most medium- to large-size cities.
- 14 _____ are small- to medium-size repair facilities that usually work on a variety of vehicles.
- 15 A _____ is an experienced service technician who is capable of performing most if not all the work that the shop normally handles.
- 16 An _____ is a person who starts and operates a business.
- 17 The parts manager and other parts personnel such as the _____ are responsible for getting the correct part for the service technician.
- technicians employed there usually have to meet minimum training standards.
- 5 Any city, country, or state government that have their own vehicle service facilities called _____.
- 7 A _____ is a guarantee to the purchaser of a vehicle that it will function as specified.
- 8 A technician who is trained to complete oil and oil filter changes as well as chassis lubrication is called a _____.
- 12 A _____ is some who assist customers in the purchase of their vehicle.

DOWN

- 1 A _____ is the person at the dealership or shop designated to communicate the needs of the customer and accurately complete the work order.
- 4 _____ handle one or more brands of vehicle, and the