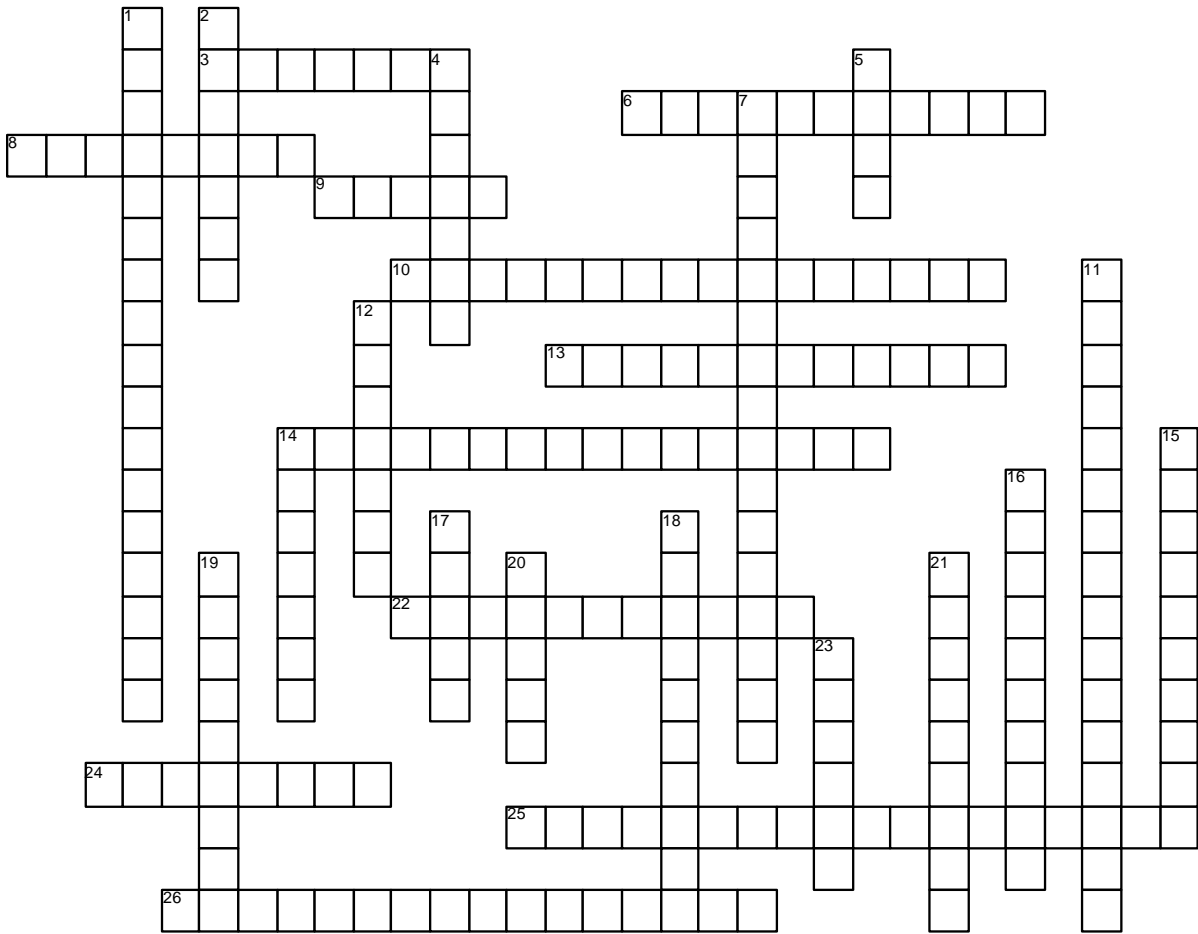


# Working AS A Professional Service Technician

## Chapter 4



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### ACROSS

- 3 Another name for a remanufactured component is a \_\_\_\_\_ component.
- 6 A \_\_\_\_\_ is assigned to a technician who is best qualified to perform the work.
- 8 The application of the service technician's sticker to the back of the work order or completing the details of the repair into the electronic service record is called \_\_\_\_\_ the work order.
- 9 A \_\_\_\_\_ has the trainee practice service procedures.
- 10 Parts replacement is often called \_\_\_\_\_.
- 13 Another name for aftermarket parts is \_\_\_\_\_.
- 14 The process of analyzing and evaluating information and making a conclusion is called \_\_\_\_\_.

- 22 \_\_\_\_\_ means that the customer will be paying for the service work at a dealership rather than the warranty.
- 24 An \_\_\_\_\_ represents and helps the trainee's concerns be expressed to others.
- 25 In many cases, a beginning technician's activities are simply observed and noted, which is a type of \_\_\_\_\_.
- 26 \_\_\_\_\_ is used to indicate that the technician checked the component for damages.

### DOWN

- 1 \_\_\_\_\_ parts are generally of the highest quality because they have to meet performance and durability standards not required of replacement

- parts manufacturers.
- 2 A mentor is a person at the job site who helps the beginning service technician, also called the \_\_\_\_\_.
- 4 A \_\_\_\_\_ provides direction and information for procedures.
- 5 The old replaced part is often returned for remanufacturing and is called a \_\_\_\_\_.
- 7 Parts manufactured to be sold for use after the vehicle is made are often referred to as \_\_\_\_\_.
- 11 If a written evaluation is performed, this is called a \_\_\_\_\_.
- 12 An \_\_\_\_\_ helps with career-type decisions, such as what tools are needed.
- 14 Write on the work order what was done to confirm the customer's \_\_\_\_\_.
- 15 The service technician should write what

- \_\_\_\_\_ was performed on the vehicle.
- 16 The technician gets the keys and drives the customer's vehicle to an assigned service bay to perform the necessary repairs.
- 17 The service technician should write the \_\_\_\_\_ of the problem on the work order.
- 18 A \_\_\_\_\_ is often charged by parts stores when a new part is purchased.
- 19 A jobber or parts retailer usually gets parts from a large regional \_\_\_\_\_ distributor.
- 20 Another name for a service bay is a \_\_\_\_\_.
- 21 A \_\_\_\_\_ provides advice on personal life decisions.
- 23 Most aftermarket parts are sold at automotive parts stores or \_\_\_\_\_.