

# Job Shadowing

Meets ASE Task: : (A0-C-8) Complete work order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction.

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time on Task: \_\_\_\_\_

Make/Model/Year: \_\_\_\_\_ VIN: \_\_\_\_\_

Evaluation (Enter number from 4, 3, 2, 1) : \_\_\_\_\_

1. What should be included on the work order when diagnosing a customer concern?

List all that apply. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Using the following categories, what procedures should the technician document?

A. Specified diagnostic procedures \_\_\_\_\_

\_\_\_\_\_

B. Recommend the remove and replace (R & R) procedures. \_\_\_\_\_

\_\_\_\_\_

C. Specifications \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Why is a technician number, rather than a name, used on the work orders?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_