

Name _____

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

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