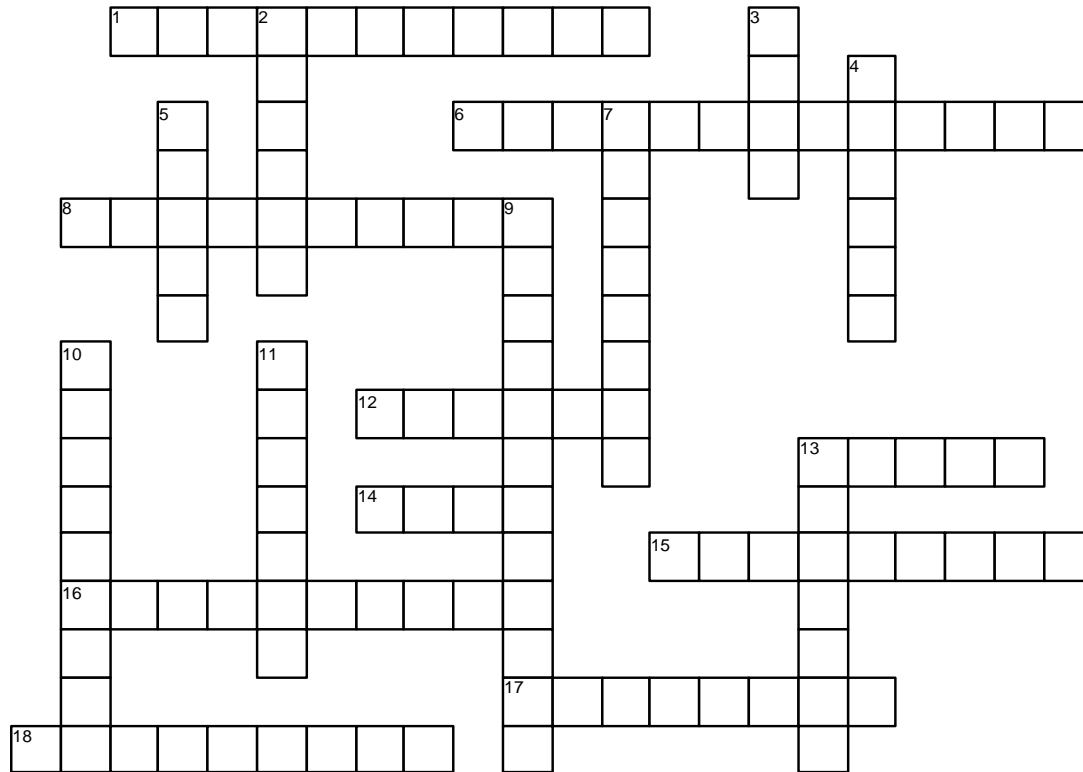


Parts Specialist

Chapter 134



<http://jameshalderman.com>

ACROSS

- 1 Jobber parts are not made by the original manufacturer of your vehicle. These parts are also called _____ parts.
- 6 A _____ (PO) is used to enable a store or business to purchase parts. It describes the component and the quantity being purchased along with billing information.
- 8 _____ are almost always offered by the part manufacturer. Some warranties are only for 30 to 90 days or one year after purchase.
- 12 Parts specialists need to be familiar with the store's _____ policy to provide the best customer satisfaction. If a sale needs to be voided or credited, a parts specialist should know the steps necessary to do this action.
- 13 A _____ order is used to order more parts from the supplier on a routine basis.
- 14 A _____ charge is a charge that is added when the customer buys a remanufactured component like a starter or alternator.
- 15 The parts specialist will need to take action to eliminate discrepancies by using an _____ discrepancy form.
- 16 Sales _____ are when a customer has a problem with the price or item.
- 17 _____ Equipment Manufacturer (OEM) parts are manufactured by the same company that produced the original part used in assembly of the vehicle.

- 18 Besides parts catalogs, there are other _____ Material that provide information to the parts specialist.

DOWN

- 2 An _____ is a rack or counter at the end of a store aisle used to display promotional or sale items.
- 3 The main benefit of a _____ sales report is to spot trends in the parts business.
- 4 _____ parts are not made by the original manufacturer of your vehicle. These parts are also called aftermarket parts.
- 5 _____ bulletins inform the parts store personnel about technical changes to the part.
- 7 _____ satisfaction is defined as the customer's overall feeling of satisfaction with an interaction with the store.
- 9 A _____ bulletin just alerts the parts specialist of a superseded part.
- 10 A jobber store purchases manufacturer goods at wholesale prices, usually through a _____ distributor (WD), and then sells products to consumers at retail prices.
- 11 The _____ lists all parts by names and is used to track inventory and purchases for billing purposes.
- 13 A customer who places a _____ order may be asked to pay shipping or handling charges. This fee could be based on the purchase price.