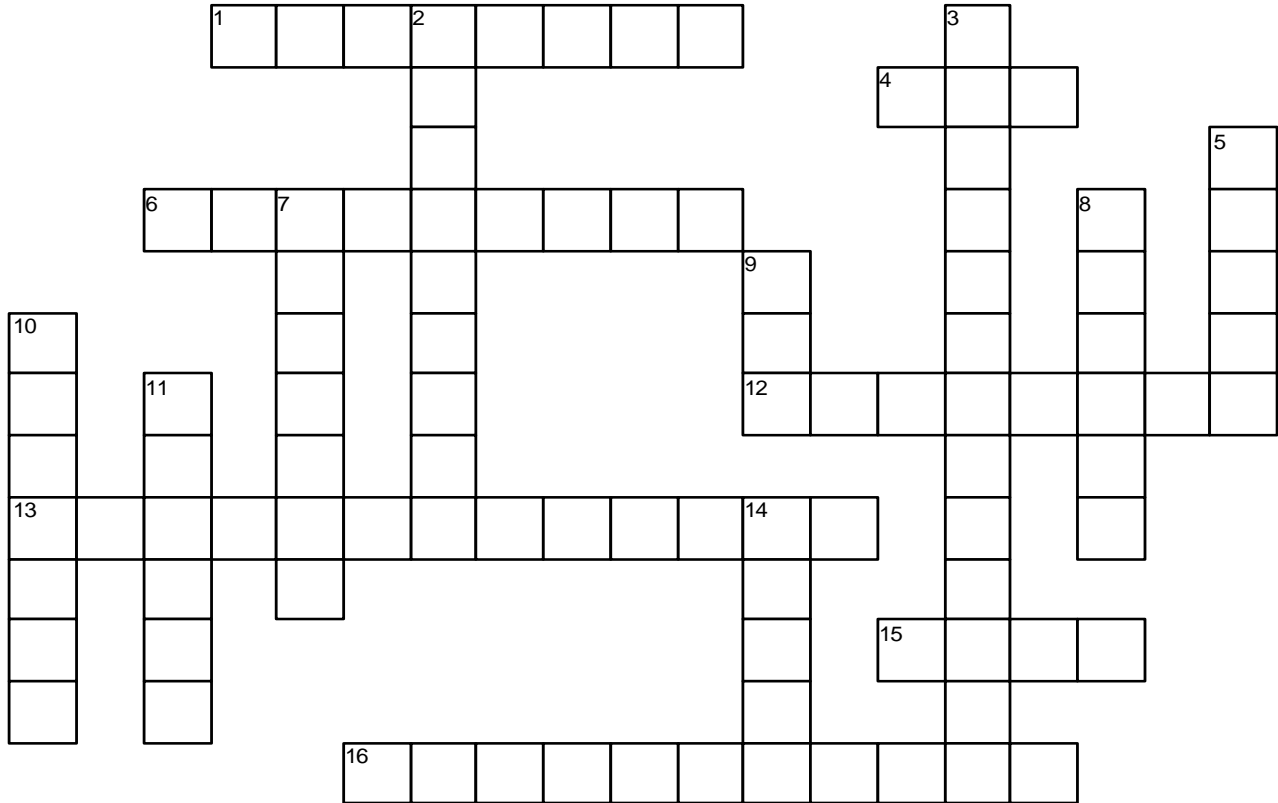


Service Consultant

Chapter 135



<http://jameshalderman.com>

ACROSS

- 1 _____ satisfaction should be defined as: the customer's overall feeling of satisfaction with an interaction with an automotive service and repair facility.
- 4 The appointment ____ is created by the service consultant to record all the vehicles that are scheduled to come in on a particular day.
- 6 _____ to the customer is more complicated than it may seem. A person speaks verbally at the rate of 150-200 words per minute (WPM).
- 12 The _____ is the suggested service cost to the customer which is determined by the service consultant.
- 13 A _____ Certification Label is attached to the left side pillar post on the rearward-facing section of the left front door.
- 15 A customer's _____ basic needs include service, price, quality, action, and appreciation.
- 16 The _____ is the best time to discuss when the customer will get their vehicle back.

DOWN

- 2 The _____ can be the next best thing to being there.
- 3 Talking plus listening is called _____.
- 5 _____ inflection is a variation in the pitch, timing, or loudness of the voice. Pitch is made up of the highs and lows of your voice.
- 7 Good customer relations require knowing the _____ history of the vehicle.
- 8 A _____ order log is used to track the repair and completion process or the lead time for each repair order.
- 9 _____ contact is always important when we are communicating with others.
- 10 A _____ pricing menu provides a quick reference for the service consultant to identify and accurately quote the cost for the most common repairs that the shop performs.
- 11 _____ are a set of principles that govern the conduct of an individual or group.
- 14 All this conversation should be based on _____ and the relationship you have built with the customer during his or her experience with you and the shop.