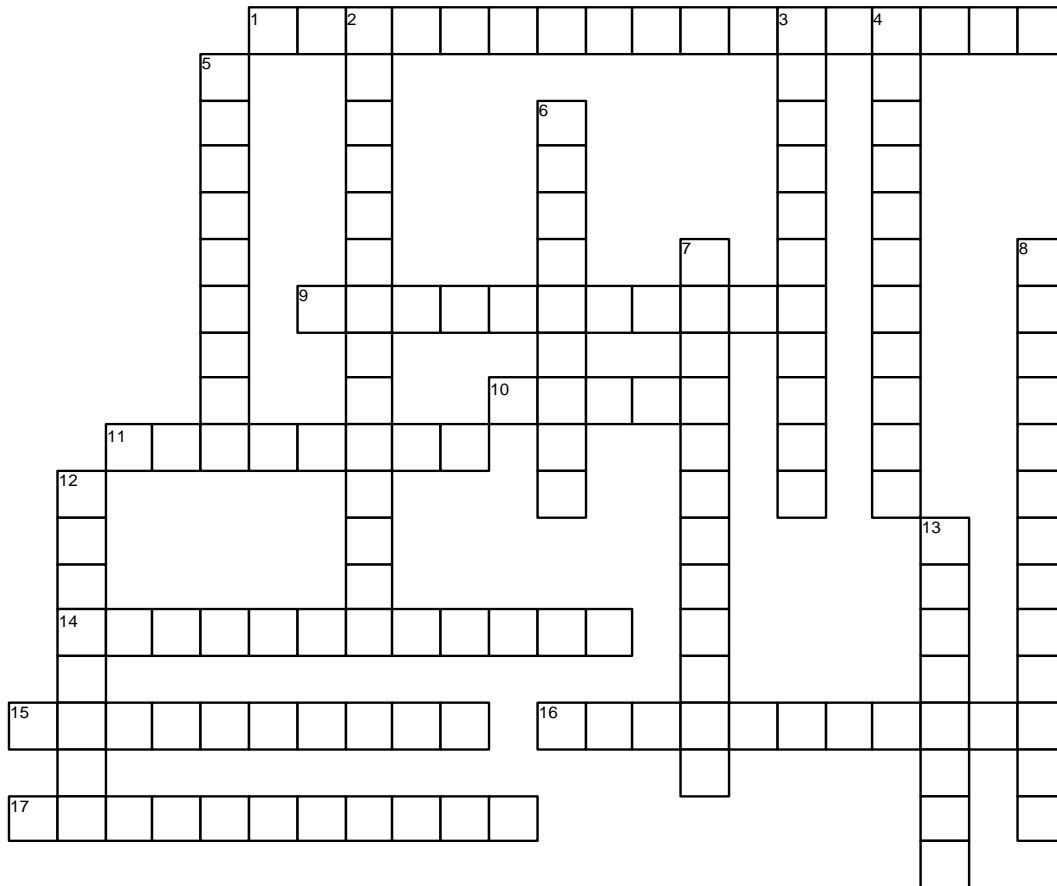


# Careers In The Automotive Service Industry

## Chapter 2



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### ACROSS

- 1 \_\_\_\_\_ are large national chains of vehicle repair facilities and are common in most medium- to large-size cities.
- 9 The need for trained and skilled automotive \_\_\_\_\_ is greater than ever.
- 10 Any city, country, or state government that have their own vehicle service facilities called \_\_\_\_\_ facilities.
- 11 A \_\_\_\_\_ is a guarantee to the purchaser of a vehicle that it will function as specified.
- 14 An \_\_\_\_\_ is a person who starts and operates a business.
- 15 A \_\_\_\_\_ is an experienced service technician who is capable of performing most if not all the work that the shop normally handles.
- 16 \_\_\_\_\_ service facilities are

small- to medium-size repair facilities that usually work on a variety of vehicles.

- 17 A \_\_\_\_\_ is an experienced service technician who is usually paid a salary.

### DOWN

- 2 The \_\_\_\_\_ rarely works on a vehicle but instead organizes the service facility and keeps it operating smoothly.
- 3 New service \_\_\_\_\_ handle one or more brands of vehicle, and the technicians employed there usually have to meet minimum training standards.
- 4 A \_\_\_\_\_ is some who assist customers in the purchase of their vehicle.
- 5 The \_\_\_\_\_ is a legal document that includes the description of the vehicle and the

work requested by the customer.

- 6 \_\_\_\_\_ service facilities usually limit their service work to selected systems or components of the vehicle and/or to a particular brand of vehicle.
- 7 The parts manager and other parts personnel such as the \_\_\_\_\_ person are responsible for getting the correct part for the service technician.
- 8 A \_\_\_\_\_ is the person at the dealership or shop designated to communicate the needs of the customer and accurately complete the work order.
- 12 A technician who is trained to complete oil and oil filter changes as well as chassis lubrication is called a \_\_\_\_\_.
- 13 Training that occurs while working is often referred to as \_\_\_\_\_-training.