

Automotive Technology 7th Edition
Chapter 135: Service Consultant (C1)
Matching Quiz

Name: _____

Date: _____

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

- | | | |
|----------------------------|--|-----------|
| 1. Communication | A. A set of principles that governs conduct. | 1. _____ |
| 2. Voice Inflection | B. The customer's overall feeling about their interaction with a shop. | 2. _____ |
| 3. Work Order | C. The principles of Concern, Cause, and Correction. | 3. _____ |
| 4. Sublet Repair | D. The process of sending and receiving messages. | 4. _____ |
| 5. The Three Cs | E. A record of all vehicles scheduled for service on a given day. | 5. _____ |
| 6. Estimate | F. Communication without words through gestures and posture. | 6. _____ |
| 7. Ethics | G. A repair performed by an outside company. | 7. _____ |
| 8. Customer Satisfaction | H. The variation in pitch, timing, or loudness of the voice. | 8. _____ |
| 9. Nonverbal Communication | I. The suggested cost for a service or repair. | 9. _____ |
| 10. Appointment Log | J. A document detailing repair information and authorization. | 10. _____ |

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Answer Key

Answer Key:

1. D
2. H
3. J
4. G
5. C
6. I
7. A
8. B
9. F
10. E