

Name: _____ Date: _____

1. Describe the protocol a parts specialist should follow when a walk-in customer arrives while they are engaged on the phone with another customer.

2. List all the vehicle information a parts specialist must locate to ensure the provision of the correct part to the customer.

3. Identify the key knowledge areas a parts specialist should be familiar with to effectively manage their role.

4. What are the elements that contribute to creating a positive first impression for customers in a parts store?

5. Explain the strategic purpose of an end cap in a retail parts environment.

Name: _____ Date: _____

6. Discuss the types of formats in which parts catalogs are typically available and the advantages of each.

7. What topics are covered in the parts specialist P2 ASE certification test, and which common automotive topic is notably excluded?

8. How does recommending related products or additional sales contribute to the profitability of a parts store?

9. What specific vehicle information may be required from customers when researching their parts needs that goes beyond the basic year, make, and model?

10. Explain the significance of the tenth character in a vehicle's VIN and what it represents.
