

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

Name:

Date:

1. What strategies should a service consultant employ to determine a customer's primary concern with their vehicle?

2. How should a service consultant modify their communication when discussing technical issues with customers to ensure clarity and understanding?

3. What are the key aspects of nonverbal communication that can impact customer interactions, and how can a service consultant address negative nonverbal cues?

4. What ethical considerations should individuals in business evaluate when making decisions, and why is ethical behavior important in the long term?

5. What are some common reasons customers may be perceived as difficult, and how should a service consultant approach these customers?

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6. How does the VIN provide identification for a vehicle, and what specific information can be determined from certain characters within the VIN?

7. Discuss the importance of effective communication skills and professional image in the context of a service consultant's role.

8. What are the basic needs of customers as listed in the document, and how does exceeding these expectations benefit a business?

9. Explain the process and importance of documenting a work order accurately in the automotive service industry.

10. When is the best time to discuss the return of the vehicle with the customer, and why is this timing crucial?