

Automotive Technology 7th Edition
Chapter 2: Careers in the Automotive Service Industry
Short Answer Quiz

Name:

Date:

1. Differentiate between the roles and responsibilities of a shop foreman and a service manager. In what scenarios might these roles overlap?

2. Given the duties of a service advisor, explain why it's essential for them to not diagnose vehicle problems. Instead, what are they specifically tasked with, in terms of conveying information about the vehicle's issues?

3. Discuss the unique challenges and advantages that a parts manager might encounter when developing contacts with parts departments in other local dealerships.

4. Detail the relationship between vehicle sales and potential customers for the service department. How does the sale of a vehicle potentially benefit the service department?

5. In the context of an independent shop, under what circumstances might the roles of shop owner, shop foreman, and lead technician converge? Describe the potential implications of such a convergence for the operations of the shop.

Automotive Technology 7th Edition
Chapter 2: Careers in the Automotive Service Industry
Short Answer Quiz

Name:

Date:

6. List the primary reasons contributing to the growing demand for trained and skilled automotive technicians.

7. How have vehicle lifespans evolved from the 1950s to the present day, and what maintenance is required to achieve these longer lifespans?

8. Describe the typical warranty coverages provided by vehicle manufacturers, specifying the distinctions between a "new vehicle limited warranty," "powertrain warranty," and "sheet metal rust through warranty."

9. Differentiate between the training opportunities and expectations for technicians employed at dealerships, independent service facilities, large national chains, and specialty service facilities.

10. Explain the roles and responsibilities of a lubrication technician. What specific tasks are they trained to perform, and why is their role important in the automotive service industry?