

Automotive Technology 7<sup>th</sup> Edition  
Chapter 4: Working as a Professional Service Technician  
Short Answer Quiz

Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. What are the "three Cs" that a service technician should include when filling out a work order after service work has been performed? Provide a brief explanation of each.

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2. If a service technician is asked to communicate with a customer and the customer speaks a different language, what steps should the technician take to ensure effective communication?

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3. Describe the difference between "customer pay" and "warranty work" at a dealership in terms of technician payment, and explain why technicians might prefer one over the other.

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4. When a service technician completes a service procedure, what specific details are indicated on the sticker or notification attached to the work order?

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5. Explain the concept of "sublet repairs" and provide an example of when this type of repair might be used in a dealership or service facility.

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6. Differentiate between "R & R" and "R & I" in the context of parts replacement and inspection. What is the significance of returning the old replaced part, and how is the value of this old component represented in parts stores?

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7. Explain the difference between Original Equipment Parts (OE) and Aftermarket Parts. Highlight the potential benefits of OE parts, especially concerning their quality and the viewpoint of many service technicians.

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8. Describe the distinction between New and Remanufactured Parts. What is the process a remanufacturer undergoes to restore a component to a "like new" state, and how do the costs typically compare?

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9. What is the role of a mentor in the context of automotive service technicians? List and describe at least four roles that a mentor fulfills for a trainee technician.

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10. Outline the procedure a technician should follow when taking an ASE test based on the steps provided. Highlight any security measures taken during the process.

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