

Automotive Technology 7th 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.

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?

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.

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

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?

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.

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?

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.

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.