

Animation Worksheet: Work Order (Customer Copy)

Name: _____ **Date:** _____

1. A work order is a legal document that serves as a _____ between the repair facility and the customer.
2. Work orders are generally the same across the industry, though they may have slight _____ depending on the specific repair shop.
3. Every work order must include the customer's _____, address, and phone number so the shop can contact them.
4. To identify the specific vehicle being worked on, the technician must record the _____ (Vehicle Identification Number).
5. Other important vehicle details on the form include the year, make, and _____.
6. The _____ reading must be recorded to track the vehicle's mileage at the time of the repair.
7. The most important part of the work order for a technician is the _____ section, which describes what is wrong with the vehicle.
8. A good service advisor will use the customer's own _____ to describe the problem, such as "squeaking" or "clunking."
9. Before any work begins, the customer must provide a _____ to give the shop legal permission to perform the repairs.
10. The work order includes a list of _____ used during the repair, along with their part numbers and prices.