

Animation Worksheet: Complete Work Order (Estimate)

Name: _____ **Date:** _____

1. Filling out an automotive work order estimate involves documenting the expected costs and _____ for a customer's vehicle repair or maintenance job.
2. The work order estimate is typically completed _____ the work begins so the customer has a clear understanding of the charges.
3. At the top of the work order, you will find the _____ information for easy reference.
4. An email address may be obtained from the customer to inform them of service discount _____, such as oil changes and tire rotations.
5. In addition to the license plate number and odometer reading, you must record the vehicle's VIN, which stands for Vehicle _____ Number.
6. What the customer reports or requests is often called the customer concern or _____.
7. If a vehicle has already been inspected, the work order should include the _____ findings or notes.
8. For each job listed on the work order, you must provide a description of labor, estimated labor hours, the hourly labor rate, and the total _____ cost.
9. If a third party is doing any work, such as an alignment or transmission rebuild, these costs are entered under _____ charges.
10. The customer authorization section includes a _____ stating that actual costs may vary based on final diagnosis and/or parts visibility.