Figure 2-1 A service technician checking for a noise of a vehicle in a new-vehicle dealership service department.

Figure 2-2 A typical independent service facility. Independent garages often work on a variety of vehicles and perform many different types of repairs and service. Some independent garages specialize in just one or two areas of service work or in just one or two makes of vehicles.
CAREERS IN THE AUTOMOTIVE SERVICE INDUSTRY

Figure 2-3 This NAPA parts store also performs service work from the garage area on the side of the building.

Figure 2-4 Midas is considered to be a specialty service shop.

Figure 2-5 A school bus garage is a typical fleet operation shop that needs skilled service technicians.
FREQUENTLY ASKED QUESTION

What is an Entrepreneur?

An entrepreneur is a person who starts and operates a business. Many service technicians want to eventually own their own shop and become an entrepreneur. However, operating a shop involves many duties and responsibilities that many service technicians lack, including:

- Bookkeeping and accounting skills
- Tax preparation (local, state, and federal)
- Sales tax collection and payment
- Health insurance arrangements for employees
- Workers’ compensation payments
- Uniform payment
- Real estate taxes
- Garage keepers liability insurance

While it may seem like owning your own shop would be great, a good technician can often make more money, and have fewer headaches, by simply working for someone else.

Figure 2-6

Typical work order. (Courtesy of Reynolds and Reynolds Company)

Figure 2-7

Parts counter people need to know many aspects of automotive repair to be effective with customers.
Figure 2-8 A typical large new vehicle dealership organizational chart.

Figure 2-9 A typical independent shop organizational chart.