Across
1. _______ _______ _______ are small- to medium-size repair facilities that usually work on a variety of vehicles.
2. _______ _______ _______ are large national chains of vehicle repair facilities and are common in most medium- to large-size cities.
3. The _______ _______ is a legal document that includes the description of the vehicle and the work requested by the customer.
4. _______ _______ _______ usually limit their service work to selected systems or components of the vehicle and/or to a particular brand of vehicle.
5. A _______ is a guarantee to the purchaser of a vehicle that it will function as specified.
6. _______ _______ handle one or more brands of vehicles, and the technicians employed there usually have to meet minimum training standards.
7. The _______ _______ rarely work on a vehicle but instead organize the service facility and keep it operating smoothly.
8. An _______ _______ is an experienced service technician who is capable of performing most if not all the work that the shop normally handles.
9. An _______ _______ is an experienced service technician who is usually paid a salary.
10. A _______ _______ is an experienced service technician who is usually paid a salary.

Down
11. Many city, county, and state governments have their own vehicle service facilities called _______ _______.
12. A _______ _______ is the person at the dealership or shop designated to communicate the needs of the customer and accurately complete the work order.
13. The need for trained and skilled automotive _______ is greater than ever.
14. An _______ _______ is a person who starts and operates a business.
15. The _______ _______ could be high school or college automotive training.
16. A _______ _______ is responsible for getting the correct part for the service technician.