Working As A Professional Service Technician
Chapter 4

ACROSS

1. A _____ is assigned to a technician who is best qualified to perform the work.
2. Another name for aftermarket parts is _______.
3. A jobber or parts retailer usually gets parts from a large regional _______ distributor.
4. The application of the service technician’s sticker to the back of the work order or completing the details of the repair into the electronic service record is called ________ the work order.
5. An ______ represents and helps the trainee’s concerns be expressed to others.
6. The service technician should write the ____ of the problem on the work order.
7. A mentor is a person at the job site who helps the beginning service technician, also called the _____.
8. If a written evaluation is performed, this is called a ______ __________.
9. The old replaced part is often returned for remanufacturing and is called a ____.
10. Parts replacement is often called _____________.
11. Another name for a remanufactured component is a _______ component.
12. Parts manufactured to be sold for use after the vehicle is made are often referred to as _______ parts.
13. Most aftermarket parts are sold at automotive parts stores or _______.
14. An ______ helps with career-type decisions, such as what tools are needed.
15. Another name for a service bay is a _____.
16. Parts replacement is often called _____________.
17. The technician gets the keys and drives the customer’s vehicle to an assigned service bay to perform the necessary repairs.
18. A ____ ______ is often charged by parts stores when a new part is purchased.
19. Write on the work order what was done to confirm the customer’s _______.
20. ______ parts are generally of the highest quality because they have to meet performance and durability standards not required of replacement parts manufacturers.
21. The process of analyzing and evaluating information and making a conclusion is called _____________.
22. ________ is used to indicate that the technician checked the component for damages.
23. In many cases, a beginning technician’s activities are simply observed and noted, which is a type of _____________.

DOWN

2. Another name for aftermarket parts is _______.
3. A jobber or parts retailer usually gets parts from a large regional _______ distributor.
4. Parts manufactured to be sold for use after the vehicle is made are often referred to as _____________.
5. Most aftermarket parts are sold at automotive parts stores or _______.
6. _______ means that the customer will be paying for the service work at a dealership rather than the warranty.
7. An ______ helps with career-type decisions, such as what tools are needed.
8. Another name for a service bay is a _____.
9. The technician gets the keys and drives the customer’s vehicle to an assigned service bay to perform the necessary repairs.
10. Another name for a service bay is a _____.
11. Another name for a remanufactured component is a _______ component.
12. Parts replacement is often called _____________.
13. A ____ ______ is often charged by parts stores when a new part is purchased.
14. Write on the work order what was done to confirm the customer’s _______.
15. The process of analyzing and evaluating information and making a conclusion is called _____________.