Careers in the Automotive Service Industry

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 vehicle repairs and services. Some independent garages specialize in just one or two areas of service work or in just one or two makes of vehicles.
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.
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.