ACROSS

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

DOWN

2. Another name for aftermarket parts is _____________.
3. A jobber or parts retailer usually gets parts from a large regional _______ distributor.
4. An_______ represents and helps the trainee's concerns be expressed to others.
5. Another name for a service bay is a _______.
6. A_______ 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. If a written evaluation is performed, this is called a _________.
11. Another name for a service bay is a _______.
12. Another name for a service bay is a _______.
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 ___________.
16. Parts are generally of the highest quality because they have to meet performance and durability standards not required of replacement parts manufacturers.