FIGURE 4.1 When answering the telephone, be sure to have paper and pen or pencil handy to record the customer information.

FIGURE 4.2 If you smile while talking on the telephone, your attitude will be transmitted to the customer.
FIGURE 4.3 Note the skill levels of the technician and the extra time that should be added if work is being performed on a vehicle that has excessive rust or other factors as stated in the time guide.

FIGURE 4.4 The alternator is in the heart of the electrical system.