Careers In The Automotive Service Industry
Chapter 2

ACROSS

1. _______ _______ are small- to medium-size repair facilities that usually work on a variety of vehicles.
2. The _______ _______ are large national chains of vehicle repair facilities and are common in most medium- to large-size cities.
3. _______ _______ is a legal document that includes the description of the vehicle and the work requested by the customer.
4. Many city, country, and state governments have their own vehicle service facilities called _______ _______.
5. The training could be _______ _______ or could be the result of high school or college automotive training.
6. A _______ _______ is a guarantee to the purchaser of a vehicle that it will function as specified.
7. _______ _______ handle one or more brands of vehicle, and the technicians employed there usually have to meet minimum training standards.
8. _______ _______ rarely work on a vehicle but instead organize the service facility and keep it operating smoothly.
9. A _______ _______ is an experienced service technician who is capable of performing most if not all the work that the shop normally handles.
10. A _______ _______ is an experienced service technician who is usually paid a salary.
11. The need for trained and skilled automotive _______ _______ is greater than ever.
12. An _______ _______ is a person who starts and operates a business.

DOWN

1. The parts manager and other parts personnel such as the _______ _______ are responsible for getting the correct part for the service technician.
2. The vehicle has to be properly identified by including the _______ on the work order.
3. _______ _______ usually limit their service work to selected systems or components of the vehicle and/or a particular brand of vehicle.
4. _______ _______ rarely work on a vehicle but instead organize the service facility and keep it operating smoothly.
5. A _______ _______ is an experienced service technician who is capable of performing most if not all the work that the shop normally handles.
6. A _______ _______ is an experienced service technician who is usually paid a salary.
7. The need for trained and skilled automotive _______ _______ is greater than ever.
8. An _______ _______ is a person who starts and operates a business.