1. Two things that you should always have when on a telephone with a customer.  

______________________________________________  

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2. __________ is the amount left after all the expenses are subtracted from the total revenue.  

Page ___

3. Repair shop revenue comes from many sources **Except:**  

A. Labor charges for vehicle repairs and service procedures  
B. Income from the sale of parts  
C. Labor Costs  
D. Other income, such as “value added” items, that are a percentage of the labor added to the invoice for shop supplies  

Page ___

4. Every technician is an _______________ part of the shop.  

Page ___
5. The ________ is the most important reason why a business is in existence.

6. What are the 3 “Cs” of a work Order?

7. A published time guide is usually used to determine ________

8. A repair or part performed by another person or company outside of the dealership or service facility is called a _____________.

9. The cost of a remanufactured component is often ________ than the cost of a new part.

10. The process of analyzing and evaluating information and making a conclusion is called ____________

11. In many cases, a beginning technician’s activities are simply observed and noted, which is a type of ________________.

12. The first consideration for any service technician is to avoid ________

13. All of the following statements reflect the expectations of service managers or shop owners for their technicians EXCEPT:

   A. If you must be late or absent, call your service manager as soon as possible.
   B. Keep busy.
   C. Always use fender covers when working under the vehicle
   D. Double-check your work to be sure that everything is correct.

14. R & R on automotive service repair orders refers to:

   A. Remove and rebuild
   B. Rest and relaxation
   C. Remove and replace
   D. Remove and restore

15. What is a core charge?