

Chapter 10

Career Success



Name _____

Date _____

Instructor _____

Score _____

Objective: After studying this chapter, you will be able to explain the various factors that will help you succeed in the auto repair shop.

Traits of Desirable Employees

1. *True or False?* The number one reason technicians are fired is lack of dependability. _____

2. A successful technician cooperates with other employees and works as part of a(n) _____. _____

3. Explain how curiosity will help you become a better technician.

4. What is a comeback?

5. List two ways an automotive technician can display a professional appearance.

6. Define *ethical behavior* on the job.

- _____ 7. Which of the following examples would be considered unethical behavior for a tech working in a repair shop?
- (A) Reporting accidental damage caused by a tech to a customer’s car instead of covering it up.
 - (B) Alerting a customer to a secondary problem that could cause an initial repair to fail again.
 - (C) Intentionally failing to install a couple hard-to-reach bolts during a repair.
 - (D) All of the above.
8. Effectively verbalizing ideas, thoughts, or information, _____ as well as the ability to _____ to others, are traits of a strong communicator.
- _____ 9. When interacting with non-native English speakers, you should _____.
- (A) make sure your message is clear and to the point
 - (B) always use standard American business customs with them
 - (C) only use nonverbal communication
 - (D) assume they fully understand your message the first time
10. What are the three basic methods shops use to pay their technicians?
- _____
- _____
- _____

Types of Shops

For questions 11–14, match the following terms and identifying phrases.

- | | |
|--|----------------------|
| _____ 11. This shop is required to perform warranty work. | (A) Specialty shop |
| _____ 12. Service facility that is not affiliated with a vehicle manufacturer. | (B) Independent shop |
| _____ 13. Repairs typically take an hour or two. | (C) Service station |
| _____ 14. Concentrates on one type of work. | (D) Dealership |

Getting a Job as an Automobile Technician

15. *True or False?* It is extremely difficult to find a job as an automobile technician. _____
16. The document that summarizes your qualifications for a position is a(n) _____. _____
17. List four sources you can use to find a job opening.
- _____
- _____
- _____
- _____
18. *True or False?* Going to a local repair shop to fill out an employment application even if the shop is not hiring could lead to a future employment opportunity. _____

Name _____

19. In your own words, explain how a job candidate should act during an interview.

_____ 20. Before accepting a job offer, you should ask a potential employer about _____.

- (A) benefits
- (B) wages
- (C) work hours
- (D) All of the above.