

CTE Automotive Technology
Chapter 10 Review Questions

Name: _____ Date: _____ Period: _____

1. Briefly explain why dependability is important to career success.

2. Why is it important to work cooperatively with other technicians?

3. Name three crucial aspects of ethical workplace behavior.

4. What issues should be taken into consideration when communicating with customers from different cultures?

5. Explain three ways in which you can be paid as an engine technician.

6. Which would be used to determine how long a specific repair should take:

- A. Service Manual
- B. Service Bulletin
- C. Commission Manual
- D. Flat-rate Manual

7. A(n) _____ shop performs one type of work.