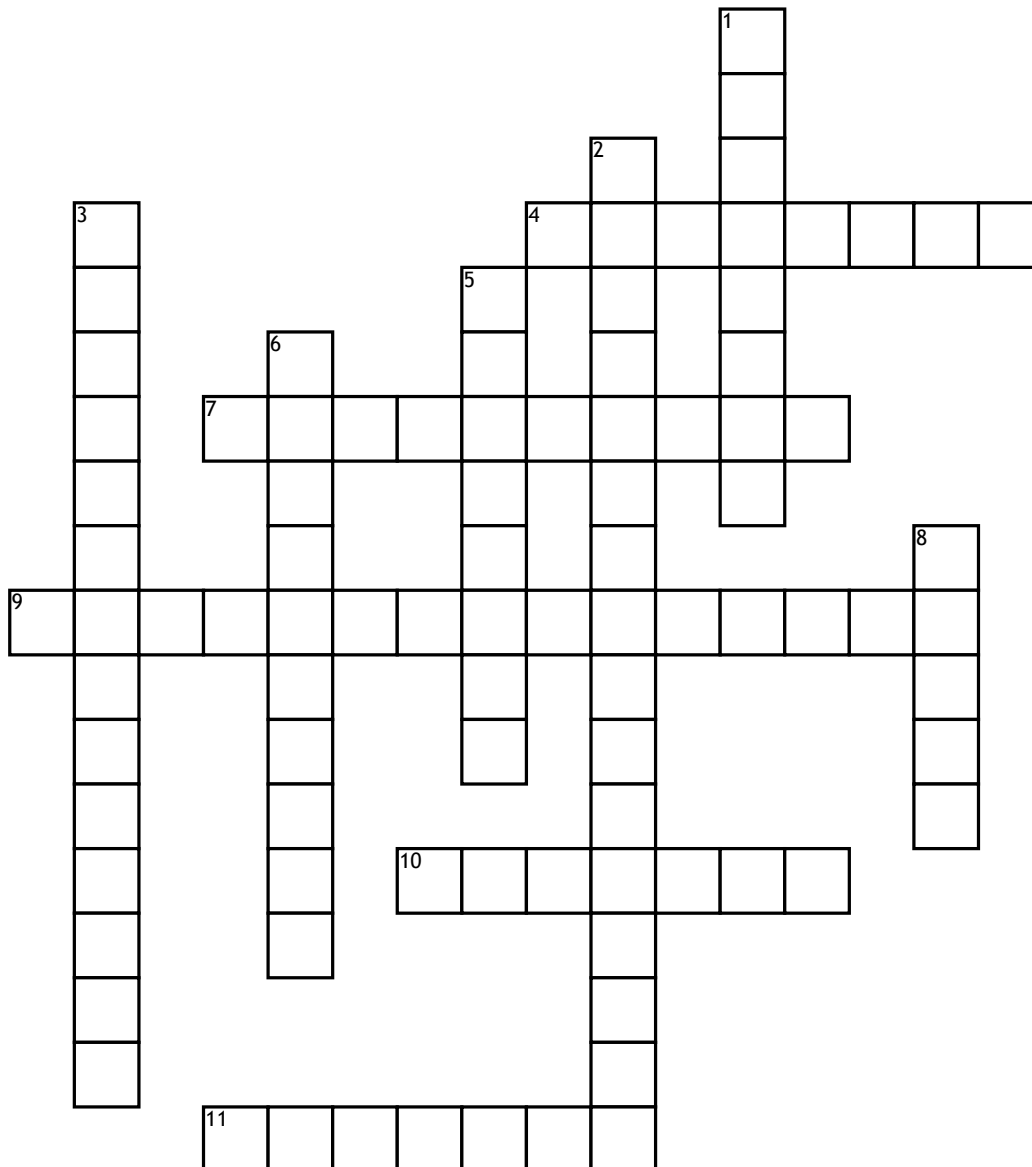


Company structure



Across

4. An offer which is accepted and payment is agreed. If I offer to change your engine oil for £15 and you decide it is a good offer and accept it, we have a contract. This is then binding on us both.

7. A term that applies to all aspects of a main dealer that are involved with looking after a customer's car, after it has been sold to them by the sales team. The service/repair workshop is the best example. Ten

9. An agreed system within a company so that all details of what is requested and/or carried out are recorded. The job card is one of the main parts of this system

10. A printed document for recording amongst other things, work required, work done, parts used and the time taken.

11. A description of the parts and services supplied with a demand for payment from the customer.

Down

1. The individuals or companies that spend their money at your place of work. This is where your wages come from.

2. A set way in which things work in one particular company. Most motor vehicle company systems will follow similar rules but will all be a little different.

3. This can mean two things normally. The first is where a particular garage or bodyshop is used by an insurance company to carry out accident repair work. In some cases however, general repair shops may be approved to carry out warranty work.

5. An intention that if within an agreed time a problem occurs with the supplied goods or service, it will be rectified free of charge by the supplier.

6. A term that applies to all aspects of a main dealer that are involved with looking after a customer's car, after it has been sold to them by the sales team. The service/repair workshop is the best example. Ten

8. This is the impression given by the company to existing and potential customers. Not all companies will want to project the same image.