

ENGLISH FOR WORK / ENGLISH FOR SERVICE ADVISORS, TECHNICIANS, AND PARTS TEAMS

Automotive Service English

Accurate concerns. Clear commitments.



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Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

01 Capturing the customer's concern, page 4

Identify the booked vehicle and capture an intermittent customer concern without inventing its frequency, cause, or technical finding.

02 Clarifying the appointment and drop-off, page 14

Correct an appointment misunderstanding with a specific communication promise while keeping workshop start and completion times unconfirmed.

03 Explaining estimates and approval limits, page 26

Resolve ambiguous approval by reading back the exact service, charge, and limit, then separate any later repair decision.

04 Handing the concern to the technician, page 36

Deliver a concise internal handoff that preserves the symptom, assessment-only authorization, reproduction status, and customer contact window.

05 Explaining parts and completion delays, page 48

Explain a parts delay by separating supplier estimates, shipment confirmation, workshop scheduling, and a firm update commitment.

06 Relaying findings and technical terms, page 58

Translate a diagnostic note into accurate customer language while separating recorded information, confirmed cause, and authorized work.

07 Clarifying the invoice and collection handoff, page 70

Explain a two-line invoice accurately and separate a financial document from verified collection readiness.

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Acknowledge a repeat report, correct an unsupported dismissal, and arrange a specific review without promising a diagnosis or coverage.

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Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

Make the next handoff more accurate.

Good service English keeps the vehicle, symptom, permission, price, and promised contact clear. Practice explaining technical information without guessing at a diagnosis or turning an estimate into a guarantee.

Keep the customer concern intact

Record the vehicle, the sound or symptom, its reported location, and when it occurs. A customer description is useful evidence without being a diagnosis. Intermittent does not mean imaginary or constant.

"The blue hatchback has an occasional rear rattle after overnight parking; cause unknown."

Define the commitment

Drop-off is not necessarily the start of workshop work. A status call is not a finish promise. Go ahead needs a precise readback of what the customer is authorizing under the stated shop terms.

"You authorize the \$95 assessment only; any repair proposal needs separate approval."

Separate clues from conclusions

A diagnostic trouble code can guide investigation without proving that a named sensor needs replacement. Relay the technician record and ask for the missing explanation rather than supplying one from assumption.

"The note records a code, but no confirmed cause or component fault."

Repair the conversation as well as the record

When a customer reports a repeat concern, correct an unsupported dismissal. Acknowledge the new report, retain the earlier history, and state the next contact without promising coverage or a technical result.

"I should not have said that was impossible. Nia can call at 15:00 to review your report."

Professional boundaries

The vehicles, shop terms, charges, records, and events are fictional. This book teaches English, not vehicle diagnosis, repair, testing, driving decisions, or legal advice. Follow actual training, authorization, manufacturer information, shop procedures, and applicable requirements. A code, invoice, or customer description does not establish vehicle safety, readiness, repair necessity, or warranty coverage. The dialogues give no instructions to reproduce symptoms while driving or work on a vehicle.

A Read the situation

LESSON 01 / CAPTURING THE CUSTOMER'S CONCERN

Identify the booked vehicle and capture an intermittent customer concern without inventing its frequency, cause, or technical finding.

The blue hatchback and an occasional rear rattle

Two household cars are listed on the account, but today Mina has booked the blue hatchback. She reports an occasional rattle from the rear after the car has been parked overnight. She does not know the cause, and no technician assessment has occurred. Advisor Ellis must confirm the vehicle, preserve the reported sound and conditions, and read back the concern. Mina is describing existing observations; she is not asked to drive or perform a test to reproduce the sound.

People: Mina, Customer; Ellis, Service advisor.

Read the record

Choose one answer per question using the facts above.

1. Which vehicle is booked today?

- A. Both household cars
- B. An unspecified workshop loan car
- C. The other car by default
- D. The blue hatchback

2. How does Mina describe the sound?

- A. A continuous engine squeal
- B. An occasional rattle from the rear
- C. A constant front-end knock
- D. A verified brake failure

3. What assessment has occurred?

- A. A completed repair verification
- B. A finding that the car is fault-free
- C. None by a technician yet
- D. A confirmed component diagnosis

[Answers and explanations, page 107](#)

B Vocabulary in use

CORE TERMS

service advisor

Staff member coordinating customer communication and workshop work.

brief the service advisor

vehicle identification

Information establishing which vehicle a record concerns.

confirm vehicle identification

hatchback

Car body style with an upward-opening rear door to the cargo area.

identify the blue hatchback

tire aspect ratio

Nominal sidewall height expressed as a percentage of nominal section width in a tire-size designation.

read the tire aspect ratio

load index

Tire rating code associated with load capacity, not a literal weight in kilograms.

verify the load index

state of charge

Battery charge level expressed as a percentage on the applicable battery system's basis.

distinguish state of charge from capacity

customer concern

Issue described by the vehicle owner or user.

capture the customer concern

service interval

Specified time or accumulated-distance basis for scheduled maintenance, subject to the actual vehicle schedule.

check the service interval

booking reference

Identifier for a scheduled service appointment.

confirm the booking reference

vehicle identification number

Unique vehicle identifier commonly abbreviated VIN.

confirm the vehicle identification number

model

Named vehicle design within a manufacturer's range.

confirm the model

odometer

Instrument recording accumulated vehicle distance.

record the odometer reading

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

service advisor SERVICE ADVISOR

brief the service advisor

Keep the meaning precise: Staff member coordinating customer communication and workshop work.

booking reference BOOKING REFERENCE

confirm the booking reference

Keep the meaning precise: Identifier for a scheduled service appointment.

B Precision and professional shorthand

EXTEND YOUR RANGE

intermittent

Occurring at intervals rather than continuously.
describe an intermittent concern

rear

Part or direction toward the back of the vehicle.
locate the sound at the rear

reported conditions

Circumstances described as accompanying the concern.
preserve the reported conditions

total toe

Combined toe value for the two wheels on an axle under the report's sign convention.
read total toe

technician assessment

Relevant professional evaluation of the concern.
distinguish a technician assessment

job card

Workshop record containing the requested work and relevant details.
prepare the job card

rattle

Repeated light knocking or vibrating sound.
describe the reported rattle

overnight parking

Period during which a vehicle remains parked through the night.
note overnight parking

frequency

How often a symptom is reported to occur.
clarify the reported frequency

symptom description

Account of the experienced sound, behavior, or condition.
retain the symptom description

angular minute

One sixtieth of a degree, not one hundredth of a degree.
convert angular minutes to decimal degrees

concern readback

Repetition of the customer's account to confirm accuracy.
give a concern readback

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

odometer **ODOMETER**

record the odometer reading

Keep the meaning precise: Instrument recording accumulated vehicle distance.

reported conditions **REPORTED CONDITIONS**

preserve the reported conditions

Keep the meaning precise: Circumstances described as accompanying the concern.

Phrases that move the work forward

Confirm the vehicle

Which of the two cars is booked today?

Keep the account separate

I will not attach this concern to the other vehicle.

Preserve the sound

You report a rattle from the rear.

Clarify the condition

You have noticed it after the car was parked overnight.

Keep assessment separate

No technician assessment has taken place yet.

Keep the record attributed

The customer reports the following concern.

Distinguish identity fields

A model name and a vehicle identification number are different.

Give the complete readback

Blue hatchback; occasional rear rattle after overnight parking; cause unknown.

Repeat the selection

I have the blue hatchback for this appointment.

Ask for the existing description

How have you described the sound you noticed?

Preserve frequency

It is occasional, not constant.

Avoid inventing a cause

You have not identified what causes it.

Avoid leading terminology

I will record rattle without naming a failed component.

Avoid a false guarantee

This description does not establish whether the vehicle is fault-free.

Ask for confirmation

Does that wording accurately describe your experience?

Close with the handoff

I will put that concern on the job card for assessment.

Precision in real exchanges

Purpose: Ask for the existing description

Useful wording: How have you described the sound you noticed?

Purpose: Preserve the sound

Useful wording: You report a rattle from the rear.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which job-card wording preserves the account?

- A.** Customer reports occasional rear rattle after overnight parking in blue hatchback
- B.** Technician confirmed rear suspension failure
- C.** Both cars have constant engine noise
- D.** Customer proved the vehicle is safe

2. Which question is leading?

- A.** Does this readback match what you noticed?
- B.** Which rear component has failed?
- C.** Which car is booked today?
- D.** Is the sound occasional or constant in your account?

3. A colleague needs the term for this meaning: Specified time or accumulated-distance basis for scheduled maintenance, subject to the actual vehicle schedule. Which term fits?

- A.** service interval
- B.** rear
- C.** technician assessment
- D.** load index

D Choose the response that fits / continued

4. Rebuild the exchange from "The blue hatchback and an occasional rear rattle".
Mina: "It's an occasional rattle from the rear. I've noticed it after the car's been parked overnight." Ellis: [missing response] Mina: "Occasional is right. I can't tell you how many times, and I wouldn't say it happens every morning." Which response belongs in the gap?

- A.** I will keep the booking reference with the blue hatchback and make sure the concern is recorded there. How would you describe the sound you have noticed?
- B.** That is enough for the symptom description. We can keep rear as the reported location without turning it into a claim that a particular component has failed.
- C.** I will record an intermittent rattle from the rear after overnight parking. In this context, intermittent means occasional rather than continuous; is that consistent with your experience?
- D.** Then we will preserve the reported frequency as occasional, without inventing a count. The technician should receive what you know, not a more definite pattern than you described.

[Answers and explanations, page 107](#)

One useful distinction

The booked vehicle is the blue hatchback, not both cars on the account. The sound is occasional and reported from the rear after overnight parking. Do not change those details to a constant noise or a named failed component.

Conversation

The blue hatchback and an occasional rear rattle

The blue hatchback and an occasional rear rattle

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

vehicle identification / symptom description / customer concern / technician assessment /
concern readback / booking reference / reported conditions / frequency / intermittent /
job card

- 01 **Mina:** I've booked the blue hatchback for a rattle. There are two cars on our account; could you check which one you've opened?
- 02 **Ellis:** Certainly. Let us confirm the ¹ _____ first. Which of the two cars is booked for today's appointment?
- 03 **Mina:** Yes, the blue hatchback. Today's concern isn't about the other car.
- 04 **Ellis:** I will keep the ² _____ with the blue hatchback and make sure the concern is recorded there. How would you describe the sound you have noticed?
- 05 **Mina:** It's an occasional rattle from the rear. I've noticed it after the car's been parked overnight.
- 06 **Ellis:** I will record an ³ _____ rattle from the rear after overnight parking. In this context, intermittent means occasional rather than continuous; is that consistent with your experience?
- 07 **Mina:** Occasional is right. I can't tell you how many times, and I wouldn't say it happens every morning.
- 08 **Ellis:** Then we will preserve the reported ⁴ _____ as occasional, without inventing a count. The technician should receive what you know, not a more definite pattern than you described.
- 09 **Mina:** Rear is as specific as I can be. I don't know which part is making it.
- 10 **Ellis:** That is enough for the ⁵ _____. We can keep rear as the reported location without turning it into a claim that a particular component has failed.

Conversation continues on the next page.

The blue hatchback and an occasional rear rattle

CONVERSATION / CONTINUED

- 11 **Mina:** Nobody's assessed it yet. I don't want my guess written down as a diagnosis.
- 12 **Ellis:** I will make that stage clear. No ⁶ _____ has taken place, and the cause is unknown. The record will not present your description as a workshop finding.
- 13 **Mina:** Please keep after overnight parking in the note. I don't know whether that's the cause, but it's when I've noticed it.
- 14 **Ellis:** Agreed. Those are ⁷ _____, not an established explanation. I will not add a speed, journey length, or other circumstance that you have not supplied.
- 15 **Mina:** Will those details reach the technician? I don't want the job card to end up saying only noisy car.
- 16 **Ellis:** That helps us produce a useful ⁸ _____. Ordinary words such as rattle can carry important detail when the vehicle, location, and circumstances are accurately recorded.
- 17 **Mina:** Yes, that readback matches. No fixed frequency, and no part identified.
- 18 **Ellis:** Here is the ⁹ _____: customer reports an occasional rear rattle in the blue hatchback after overnight parking. Cause unknown; no technician assessment has occurred.
- 19 **Mina:** Thank you. That's what I wanted recorded, without making the sound seem constant.
- 20 **Ellis:** I will retain that ¹⁰ _____ for the workshop handoff. The next assessment can build on an accurate description instead of starting from an assumed cause.

CHECK THE GAPS

1. vehicle identification / 2. booking reference / 3. intermittent / 4. frequency / 5. symptom description / 6. technician assessment / 7. reported conditions / 8. job card / 9. concern readback / 10. customer concern

[Why these answers fit, page 108](#)

F Check accuracy and scope

The blue hatchback and an occasional rear rattle

Return to the case

Two household cars are listed on the account, but today Mina has booked the blue hatchback. She reports an occasional rattle from the rear after the car has been parked overnight. She does not know the cause, and no technician assessment has occurred. Advisor Ellis must confirm the vehicle, preserve the reported sound and conditions, and read back the concern. Mina is describing existing observations; she is not asked to drive or perform a test to reproduce the sound.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should Ellis not add?

- A. The blue hatchback
- B. The rear location
- C. Overnight parking
- D. A precise cause or unreported driving condition

2. Why should the vehicle be confirmed first?

- A. The booking identifies a failed sensor
- B. Two cars are on the account and only one is booked
- C. Color proves the mechanical cause
- D. Both cars must receive the same repair

[Answers and explanations, page 110](#)

Listen for the distinction

Read Mina's turns aloud, stressing occasional, rear, and after overnight parking. Then read Ellis's matching readback.

Capture the description before translating it into workshop shorthand

A customer can describe a sound accurately without knowing a component name. Confirm the vehicle and repeat the reported conditions. Keep everyday wording when it carries useful meaning, and avoid leading questions that make a suspected part sound like an established fault.

F Say it / transfer to a new case

Read back the booked concern

Complete the intake summary. Preserve the correct car, sound, location, and reported condition.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

rear / hatchback / rattle / overnight

- 01 **Advisor:** The booked vehicle is the blue ¹ _____.
- 02 **Customer:** I report an occasional ² _____.
- 03 **Advisor:** You hear it from the ³ _____.
- 04 **Customer:** I have noticed it after ⁴ _____ parking.

CHECK THE GAPS

1. hatchback / 2. rattle / 3. rear / 4. overnight

[Why these answers fit, page 110](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The blue hatchback and an occasional rear rattle". Mina: "Please keep after overnight parking in the note. I don't know whether that's the cause, but it's when I've noticed it." Ellis: [missing response] Mina: "Will those details reach the technician? I don't want the job card to end up saying only noisy car." Which response belongs in the gap?

- A.** I will retain that customer concern for the workshop handoff. The next assessment can build on an accurate description instead of starting from an assumed cause.
- B.** Agreed. Those are reported conditions, not an established explanation. I will not add a speed, journey length, or other circumstance that you have not supplied.
- C.** That helps us produce a useful job card. Ordinary words such as rattle can carry important detail when the vehicle, location, and circumstances are accurately recorded.
- D.** Here is the concern readback: customer reports an occasional rear rattle in the blue hatchback after overnight parking. Cause unknown; no technician assessment has occurred.

[Answers and explanations, page 111](#)

A Read the situation

LESSON 02 / CLARIFYING THE APPOINTMENT AND DROP-OFF

Correct an appointment misunderstanding with a specific communication promise while keeping workshop start and completion times unconfirmed.

Eight is intake, ten is an update

Customer Omar has booked an 08:00 drop-off and expects work to start immediately and finish by 09:00. The booking confirms intake only. Advisor Leila can offer a status update by 10:00, not a completion guarantee. Omar prefers a phone call. Leila must explain the distinction, acknowledge the timing expectation, and record the call preference. No technician start slot, repair duration, or collection time has been confirmed.

People: Omar, Customer; Leila, Service advisor.

Read the record

Choose one answer per question using the facts above.

1. What does 08:00 confirm?

- A.** Vehicle completion
- B.** A confirmed one-hour repair
- C.** Intake at drop-off
- D.** Technician work starting immediately

2. What can Leila promise?

- A.** Immediate technician attention
- B.** A collection slot at 10:00
- C.** A status update by 10:00
- D.** Completion by 09:00

3. How does Omar prefer to receive the update?

- A.** By assuming silence means completion
- B.** By phone call
- C.** Only by email
- D.** Through an unconfirmed third party

[Answers and explanations, page 112](#)

B Vocabulary in use

CORE TERMS

drop-off

Delivery of a vehicle to the service location.
confirm the drop-off time

appointment

Arranged time for the stated service interaction.
clarify what the appointment covers

technician slot

Scheduled period assigned to a technician for work.
verify the technician slot

collection time

Time agreed for the customer to receive the vehicle.
confirm the collection time

update deadline

Latest time promised for further information.
meet the update deadline

contact method

Means used to communicate with the customer.
confirm the contact method

intake

Initial process of receiving the vehicle and recording the request.
distinguish intake from workshop work

workshop start

Point when the assigned technical work begins.
confirm the workshop start

completion time

Time when the defined work is expected or confirmed to finish.
distinguish completion time

status update

Communication reporting the current position of the work.
provide a status update

phone preference

Customer choice to receive communication by telephone.
record the phone preference

callback number

Number agreed for a return telephone call.
verify the callback number

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

drop-off DROP-OFF

confirm the drop-off time
Keep the meaning precise: Delivery of a vehicle to the service location.

completion time COMPLETION TIME

distinguish completion time
Keep the meaning precise: Time when the defined work is expected or confirmed to finish.

B Precision and professional shorthand

EXTEND YOUR RANGE

booking terms

Stated conditions defining what an appointment includes.

clarify the booking terms

turnaround

Time between receiving work and returning the completed item.

avoid promising an unverified turnaround

progress report

Account of how far the work has advanced.

give a progress report

confirmed finish

Completion time explicitly established through the relevant process.

distinguish a confirmed finish

transport arrangement

Plan for the customer's travel while the vehicle is at the shop.

discuss a transport arrangement

schedule clarification

Correction of an ambiguous or mistaken timing understanding.

give a schedule clarification

timing expectation

Customer understanding of when something will happen.

acknowledge the timing expectation

work queue

Ordered or managed set of jobs awaiting attention.

distinguish the work queue

estimated finish

Provisional prediction of completion time.

qualify the estimated finish

waiting appointment

Booking specifically arranged for a customer to wait under stated terms.

verify a waiting appointment

availability window

Period when a person can be contacted or attend.

record the availability window

commitment readback

Repetition of agreed promises and their limits.

give a commitment readback

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

callback number **CALLBACK NUMBER**

verify the callback number

Keep the meaning precise: Number agreed for a return telephone call.

progress report **PROGRESS REPORT**

give a progress report

Keep the meaning precise: Account of how far the work has advanced.

Phrases that move the work forward

Acknowledge the expectation

I understand that you expected the work to start at eight.

Separate the work slot

It does not confirm an 08:00 technician start.

Offer a real commitment

I can provide a status update by 10:00.

Confirm the preference

You would prefer a phone call.

Keep collection separate

We still need actual confirmation before giving a collection time.

Use the deadline accurately

By ten means no later than ten for the update.

Avoid assuming transport

We have not agreed a separate transport arrangement here.

Read back the commitments

Drop-off at eight; phone update by ten; finish time unconfirmed.

Clarify the booking

The 08:00 booking is for drop-off intake.

Avoid a one-hour promise

Completion by 09:00 has not been confirmed.

Name the communication

That is an update, not a finish guarantee.

Record the method

I will keep phone as the contact method.

Avoid inventing a waiting booking

This record does not confirm a waiting appointment.

Preserve the intake time

Your drop-off booking remains at 08:00.

Give an honest limit

I cannot promise a work duration that has not been established.

Close with clarity

I will keep those three points separate in the booking notes.

Precision in real exchanges

Purpose: Avoid a one-hour promise

Useful wording: Completion by 09:00 has not been confirmed.

Purpose: Offer a real commitment

Useful wording: I can provide a status update by 10:00.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which statement best corrects Omar's expectation?

- A.** The update at ten guarantees collection at ten
- B.** Drop-off and technician start always mean the same thing
- C.** Eight is drop-off intake; start and finish are not confirmed
- D.** All eight o'clock bookings finish at nine

2. What does by 10:00 mean here?

- A.** No update is needed until the next day
- B.** The status call will be provided no later than 10:00
- C.** The repair must finish exactly at 10:00
- D.** The car can be collected before 10:00

3. A colleague needs the term for this meaning: Point when the assigned technical work begins. Which term fits?

- A.** turnaround
- B.** workshop start
- C.** update deadline
- D.** transport arrangement

D Choose the response that fits / continued

4. Rebuild the exchange from "Eight is intake, ten is an update". Omar: "Then nine isn't confirmed either. I need to know that before I arrange the rest of my morning." Leila: [missing response] Omar: "What can you commit to today, even if you can't give me a collection time yet?" Which response belongs in the gap?

- A.** Exactly. The collection time remains unconfirmed. A communication promise helps you plan the next decision, but it does not itself establish that the vehicle can be handed back.
- B.** That is important. We do not have a confirmed completion time, so I should not repeat your nine o'clock expectation as though it were a promise from the workshop.
- C.** I understand. I need to clarify that the booking is for drop-off at 08:00. It does not confirm an eight o'clock technician start or a nine o'clock finish.
- D.** I can give you a status update by 10:00. That will report the position at that stage; it is not a guarantee that the vehicle will be ready then.

[Answers and explanations, page 112](#)

One useful distinction

An 08:00 drop-off is not a confirmed 08:00 technician start. Nothing establishes completion by 09:00. Preserve the booked intake while correcting the unsupported assumptions about work and turnaround.

E Conversation

Eight is intake, ten is an update

Eight is intake, ten is an update

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

waiting appointment / drop-off / completion time / update deadline / phone preference / status update / collection time / contact method / intake / commitment readback

- 01 **Omar:** I'm dropping it off at eight. Can I wait and collect it at nine? I thought eight was when the technician would start.
- 02 **Leila:** I understand. I need to clarify that the booking is for ¹ _____ at 08:00. It does not confirm an eight o'clock technician start or a nine o'clock finish.
- 03 **Omar:** I see. I had treated the drop-off time as the start of the work.
- 04 **Leila:** Eight is the ² _____ time for receiving the vehicle and the service request. The technical start and duration have not been confirmed in this booking.
- 05 **Omar:** Then nine isn't confirmed either. I need to know that before I arrange the rest of my morning.
- 06 **Leila:** That is important. We do not have a confirmed ³ _____, so I should not repeat your nine o'clock expectation as though it were a promise from the workshop.
- 07 **Omar:** What can you commit to today, even if you can't give me a collection time yet?
- 08 **Leila:** I can give you a ⁴ _____ by 10:00. That will report the position at that stage; it is not a guarantee that the vehicle will be ready then.
- 09 **Omar:** By ten, rather than at ten exactly? I don't want to miss the call because I've assumed a fixed time.
- 10 **Leila:** I will record that ⁵ _____. The promised update will be by phone, using the agreed contact details in your booking.

Conversation continues on the next page.

Eight is intake, ten is an update

CONVERSATION / CONTINUED

- 11 **Omar:** Phone is best. Please keep that with the update deadline.
- 12 **Leila:** Yes. Ten is the ⁶ _____, not a fixed completion appointment. Keeping those separate should make the booking notes and your expectations consistent.
- 13 **Omar:** So I shouldn't tell someone I'm booked to wait here while it's done.
- 14 **Leila:** Correct. A ⁷ _____ is not confirmed here. We should not add that assumption merely because you initially hoped to stay for an hour.
- 15 **Omar:** And nothing has been agreed about a lift or other transport. I'll keep that separate.
- 16 **Leila:** Exactly. The ⁸ _____ remains unconfirmed. A communication promise helps you plan the next decision, but it does not itself establish that the vehicle can be handed back.
- 17 **Omar:** Could you read back what is actually booked, without the nine o'clock assumption?
- 18 **Leila:** I will keep the ⁹ _____ alongside the deadline. The handoff should say phone update by 10:00, not simply contact customer when convenient.
- 19 **Omar:** Understood: drop-off at eight, phone update by ten, no confirmed finish or collection time.
- 20 **Leila:** That ¹⁰ _____ is accurate. I will record it that way so the next colleague sees what is booked, what is promised, and what still needs confirmation.

CHECK THE GAPS

1. drop-off / 2. intake / 3. completion time / 4. status update / 5. phone preference / 6. update deadline / 7. waiting appointment / 8. collection time / 9. contact method / 10. commitment readback

[Why these answers fit, page 113](#)

F Check accuracy and scope

Eight is intake, ten is an update

Return to the case

Customer Omar has booked an 08:00 drop-off and expects work to start immediately and finish by 09:00. The booking confirms intake only. Advisor Leila can offer a status update by 10:00, not a completion guarantee. Omar prefers a phone call. Leila must explain the distinction, acknowledge the timing expectation, and record the call preference. No technician start slot, repair duration, or collection time has been confirmed.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which detail belongs in the contact notes?

- A. Customer can infer completion from silence
- B. Phone call preferred
- C. Email only despite the request
- D. No contact method needed

2. Which promise exceeds Leila's stated authority?

- A. The booking is for intake
- B. I will note your phone preference
- C. The car will definitely be ready by 09:00
- D. I can update you by 10:00

[Answers and explanations, page 114](#)

Listen for the distinction

Read the time exchanges aloud: eight for drop-off, by ten for the phone update, nine not confirmed. Switch roles and repeat.

Replace a mistaken promise with a real one

A customer who hears appointment may imagine a dedicated work slot. Explain the actual booking without blaming the customer. A specific update time and preferred contact method create a useful commitment while leaving unconfirmed completion information honest.

F Say it / transfer to a new case

Confirm the appointment without a finish promise

Complete the booking readback. Keep intake, communication, and completion distinct.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

08:00 / 10:00 / unconfirmed / phone

- 01 **Advisor:** Drop-off intake is booked for ¹ _____.
- 02 **Customer:** I prefer a ² _____ call.
- 03 **Advisor:** The status update will be provided by ³ _____.
- 04 **Customer:** The finish time remains ⁴ _____.

CHECK THE GAPS

1. 08:00 / 2. phone / 3. 10:00 / 4. unconfirmed

[Why these answers fit, page 115](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Eight is intake, ten is an update". Omar: "So I shouldn't tell someone I'm booked to wait here while it's done." Leila: [missing response] Omar: "And nothing has been agreed about a lift or other transport. I'll keep that separate." Which response belongs in the gap?

- A.** Eight is the intake time for receiving the vehicle and the service request. The technical start and duration have not been confirmed in this booking.
- B.** Yes. Ten is the update deadline, not a fixed completion appointment. Keeping those separate should make the booking notes and your expectations consistent.
- C.** Correct. A waiting appointment is not confirmed here. We should not add that assumption merely because you initially hoped to stay for an hour.
- D.** I will keep the contact method alongside the deadline. The handoff should say phone update by 10:00, not simply contact customer when convenient.

[Answers and explanations, page 115](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Capturing the customer's concern" and "Clarifying the appointment and drop-off". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Information establishing which vehicle a record concerns. Which term fits?

- A. symptom description
- B. vehicle identification
- C. vehicle identification number
- D. rattle

2. A colleague needs the term for this meaning: Communication reporting the current position of the work. Which term fits?

- A. booking terms
- B. confirmed finish
- C. drop-off
- D. status update

3. Rebuild the exchange from "The blue hatchback and an occasional rear rattle". Mina: "Rear is as specific as I can be. I don't know which part is making it." Ellis: [missing response] Mina: "Nobody's assessed it yet. I don't want my guess written down as a diagnosis." Which response belongs in the gap?

- A. That is enough for the symptom description. We can keep rear as the reported location without turning it into a claim that a particular component has failed.
- B. I will record an intermittent rattle from the rear after overnight parking. In this context, intermittent means occasional rather than continuous; is that consistent with your experience?
- C. I will keep the booking reference with the blue hatchback and make sure the concern is recorded there. How would you describe the sound you have noticed?
- D. Then we will preserve the reported frequency as occasional, without inventing a count. The technician should receive what you know, not a more definite pattern than you described.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "Eight is intake, ten is an update". Omar: "Could you read back what is actually booked, without the nine o'clock assumption?" Leila: [missing response] Omar: "Understood: drop-off at eight, phone update by ten, no confirmed finish or collection time." Which response belongs in the gap?

- A.** Eight is the intake time for receiving the vehicle and the service request. The technical start and duration have not been confirmed in this booking.
- B.** I will keep the contact method alongside the deadline. The handoff should say phone update by 10:00, not simply contact customer when convenient.
- C.** Yes. Ten is the update deadline, not a fixed completion appointment. Keeping those separate should make the booking notes and your expectations consistent.
- D.** Correct. A waiting appointment is not confirmed here. We should not add that assumption merely because you initially hoped to stay for an hour.

[Answers and explanations, page 146](#)

A Read the situation

LESSON 03 / EXPLAINING ESTIMATES AND APPROVAL LIMITS

Resolve ambiguous approval by reading back the exact service, charge, and limit, then separate any later repair decision.

Go ahead with the assessment only

A fictional shop offers an assessment for \$95 under its stated booking terms. No repair is included. Customer Hana says go ahead, intending only the assessment, while advisor Dev needs to record the authorization accurately. Dev must read back the \$95 assessment-only scope and route any later repair proposal for separate approval. No repair price, component replacement, or guaranteed diagnostic outcome is supplied. The terms belong to this fictional booking, not to every repair shop.

People: Hana, Customer; Dev, Service advisor.

Read the record

Choose one answer per question using the facts above.

1. What does the \$95 cover in this booking?

- A. Assessment plus any needed repair
- B. A guaranteed replacement sensor
- C. All future visits
- D. Assessment only

2. What does Hana intend by go ahead?

- A. Acceptance of a guaranteed diagnosis
- B. Permission for the assessment only
- C. Approval of every later repair
- D. Agreement to an unknown repair price

3. What must happen with a later repair proposal?

- A. It needs separate approval
- B. It is automatically covered by the initial yes
- C. It can proceed without being described
- D. It must be free regardless of scope

[Answers and explanations, page 116](#)

B Vocabulary in use

CORE TERMS

assessment fee

Charge for the defined evaluation service.
explain the assessment fee

assessment scope

Work included in the agreed evaluation.
confirm the assessment scope

authorization

Permission for a specific action or service.
record the authorization

assessment only

Wording excluding repair from the current approval.
state assessment only

separate approval

New permission for work outside the current authorization.
obtain separate approval

itemized quote

Price proposal separating relevant components of cost.
provide an itemized quote

diagnostic time

Time spent investigating a reported vehicle concern.
distinguish diagnostic time

repair scope

Defined corrective work proposed or authorized.
separate the repair scope

approval limit

Boundary of what the customer has agreed to.
preserve the approval limit

repair proposal

Description of suggested corrective work and its relevant terms.
present the repair proposal

written estimate

Document describing expected cost for defined work.
review the written estimate

parts charge

Cost associated with supplied components.
identify the parts charge

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

assessment fee ASSESSMENT FEE

explain the assessment fee
Keep the meaning precise: Charge for the defined evaluation service.

approval limit APPROVAL LIMIT

preserve the approval limit
Keep the meaning precise: Boundary of what the customer has agreed to.

B Precision and professional shorthand

EXTEND YOUR RANGE

labor charge

Cost associated with the stated work time or labor provision.

distinguish the labor charge

stated terms

Conditions explicitly supplied for the booking or service.

follow the stated terms

additional work

Work beyond the already authorized scope.

seek approval for additional work

diagnostic outcome

Result of the assessment, which may include unresolved questions.

avoid guaranteeing a diagnostic outcome

approval record

Documentation of the permission actually given.

update the approval record

service inclusion

Item expressly covered in the described service.

confirm service inclusions

scope readback

Repetition of the exact work covered by permission.

give a scope readback

cost commitment

Agreed financial obligation for defined work.

clarify the cost commitment

component replacement

Removal and substitution of a particular vehicle part.

propose component replacement

customer consent

Customer agreement to the identified work and terms.

confirm customer consent

unpriced repair

Corrective work for which a price has not been supplied.

distinguish an unpriced repair

decision boundary

Limit between the present agreement and a later required decision.

explain the decision boundary

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

parts charge PARTS CHARGE

identify the parts charge

Keep the meaning precise: Cost associated with supplied components.

additional work ADDITIONAL WORK

seek approval for additional work

Keep the meaning precise: Work beyond the already authorized scope.

Phrases that move the work forward

Name the present service

The \$95 charge is for the assessment.

Clarify the short approval

By go ahead, do you mean the assessment only?

Preserve the scope

I will record assessment only.

Avoid an automatic extension

Your current yes does not authorize unspecified repairs.

Keep the outcome open

We have not guaranteed a particular diagnostic result.

Ask for confirmation

Does that match the permission you intend to give?

Keep components unapproved

No component replacement is authorized by this assessment approval.

Record the agreement

The approval record will show the service, amount, and limit.

State the limit

No repair is included in that amount.

Read back the charge

You are authorizing the \$95 assessment.

Separate later work

Any later repair proposal will need separate approval.

Avoid a false inclusion

The assessment charge is not a repair package.

Keep the repair price open

No repair price has been supplied yet.

Explain the next decision

We will explain any proposed repair before seeking its approval.

Use the actual terms

These are the stated terms for this booking.

Close without pressure

The later repair decision remains separate from today's assessment.

Precision in real exchanges

Purpose: Read back the charge

Useful wording: You are authorizing the \$95 assessment.

Purpose: Preserve the scope

Useful wording: I will record assessment only.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which readback is most accurate?

- A.** Go ahead means we may replace any component
- B.** You authorize the \$95 assessment only; repair needs separate approval
- C.** You approve assessment and all repairs
- D.** Ninety-five dollars guarantees a complete repair

2. What should Dev avoid promising?

- A.** The assessment charge stated in the booking
- B.** A clear approval record
- C.** A separate later repair decision
- D.** A particular diagnostic result or unpriced repair

3. A colleague needs the term for this meaning: Defined corrective work proposed or authorized. Which term fits?

- A.** stated terms
- B.** repair scope
- C.** separate approval
- D.** approval record

D Choose the response that fits / continued

4. Rebuild the exchange from "Go ahead with the assessment only". Hana: "Is ninety-five a deposit against a repair, then? I had understood it as a charge for finding out what's wrong." Dev: [missing response] Hana: "And if the assessment doesn't identify one definite faulty part, does that mean you haven't done what I've paid for?" Which response belongs in the gap?

- A.** It's assessment only. I'll record the assessment scope with the price so there's no suggestion that a repair is included.
- B.** Agreed. The approval limit is the \$95 assessment, with no corrective work approved. I'll put that in the workshop instruction.
- C.** No component replacement is authorized under this agreement. A likely recommendation still isn't your permission to carry it out.
- D.** Here it's the assessment fee for the evaluation, not a repair allowance. We haven't agreed any later repair price.

[Answers and explanations, page 116](#)

One useful distinction

The fictional booking offers a \$95 assessment, with no repair included. Hana intends to approve that service only. The phrase go ahead must not expand into permission for an undefined repair or component replacement.

E Conversation

Go ahead with the assessment only

Go ahead with the assessment only

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

assessment scope / component replacement / approval record / diagnostic outcome / approval limit / customer consent / scope readback / repair proposal / separate approval / assessment fee

- 01 **Hana:** Go ahead with the ninety-five dollars. But before you put that through, is that just looking at the problem, or does it include fixing it?
- 02 **Dev:** It's assessment only. I'll record the ¹ _____ with the price so there's no suggestion that a repair is included.
- 03 **Hana:** Then please don't put just customer says go ahead. Someone else could read that as permission to fit whatever part they find.
- 04 **Dev:** Agreed. The ² _____ is the \$95 assessment, with no corrective work approved. I'll put that in the workshop instruction.
- 05 **Hana:** Is ninety-five a deposit against a repair, then? I had understood it as a charge for finding out what's wrong.
- 06 **Dev:** Here it's the ³ _____ for the evaluation, not a repair allowance. We haven't agreed any later repair price.
- 07 **Hana:** And if the assessment doesn't identify one definite faulty part, does that mean you haven't done what I've paid for?
- 08 **Dev:** We haven't guaranteed a particular ⁴ _____. The authorized service is the assessment; I shouldn't promise a specific finding before it happens.
- 09 **Hana:** All right. Suppose the technician recommends work. I want to hear what it is and what it costs before deciding.
- 10 **Dev:** We'll bring any ⁵ _____ back to you as a separate decision. Today's approval doesn't settle that work or its price.

Conversation continues on the next page.

Go ahead with the assessment only

CONVERSATION / CONTINUED

- 11 **Hana:** Even a replacement that seems obvious to the technician? I don't want obvious to become already ordered on my behalf.
- 12 **Dev:** No ⁶ _____ is authorized under this agreement. A likely recommendation still isn't your permission to carry it out.
- 13 **Hana:** Can you make that visible to the next advisor? I may not speak to you when the assessment comes back.
- 14 **Dev:** Yes. The note will require ⁷ _____ for any repair, so the handover doesn't depend on someone remembering this conversation.
- 15 **Hana:** Please read that line to me before we finish. I'd like the price and the limit together.
- 16 **Dev:** My ⁸ _____ is: you authorize the \$95 assessment only; no repair is included or approved. Any later repair proposal requires another decision from you.
- 17 **Hana:** Yes, that's what I'm agreeing to. Not an open-ended repair, and not a promise that the assessment finds a particular failed part.
- 18 **Dev:** I'll attach that ⁹ _____ to this booking, with the assessment-only scope. It won't carry forward as approval for future work.
- 19 **Hana:** Thank you. Go ahead with the assessment on those terms, and come back to me about anything beyond it.
- 20 **Dev:** I'll complete the ¹⁰ _____ now: assessment, \$95, no repair included. The workshop and the next advisor will receive the same instruction.

CHECK THE GAPS

1. assessment scope / 2. approval limit / 3. assessment fee / 4. diagnostic outcome / 5. repair proposal / 6. component replacement / 7. separate approval / 8. scope readback / 9. customer consent / 10. approval record

[Why these answers fit, page 117](#)

F Check accuracy and scope

Go ahead with the assessment only

Return to the case

A fictional shop offers an assessment for \$95 under its stated booking terms. No repair is included. Customer Hana says go ahead, intending only the assessment, while advisor Dev needs to record the authorization accurately. Dev must read back the \$95 assessment-only scope and route any later repair proposal for separate approval. No repair price, component replacement, or guaranteed diagnostic outcome is supplied. The terms belong to this fictional booking, not to every repair shop.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What makes the original go ahead ambiguous?

- A. It does not itself state the exact approved scope
- B. It always means refusal
- C. It is a technical vehicle identifier
- D. It establishes every repair cost

2. Which item belongs in the approval record?

- A. Unlimited additional work
- B. Assessment only, \$95, with repair excluded
- C. A guessed replacement part
- D. A promised free repair

[Answers and explanations, page 119](#)

Listen for the distinction

Read the approval exchange aloud. Include \$95, assessment only, repair excluded, and separate approval without dropping any part.

Confirm the meaning of a short yes

A brief go ahead can conceal different assumptions about scope. Read back the service and charge in one sentence, then state what is not included. The aim is a shared record of the actual decision, not pressure to approve an unspecified repair.

F Say it / transfer to a new case

Read back the exact approval

Complete the authorization record using the fictional booking terms. Do not add an unpriced repair.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

separate / repair / 95 / assessment

- 01 **Advisor:** The authorized charge is ¹ _____ dollars.
- 02 **Customer:** I approve the ² _____ only.
- 03 **Advisor:** No ³ _____ is included or approved.
- 04 **Customer:** Any later proposal needs ⁴ _____ approval.

CHECK THE GAPS

1. 95 / 2. assessment / 3. repair / 4. separate

[Why these answers fit, page 119](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Go ahead with the assessment only". Hana: "Can you make that visible to the next advisor? I may not speak to you when the assessment comes back." Dev: [missing response] Hana: "Please read that line to me before we finish. I'd like the price and the limit together." Which response belongs in the gap?

- A.** Here it's the assessment fee for the evaluation, not a repair allowance. We haven't agreed any later repair price.
- B.** It's assessment only. I'll record the assessment scope with the price so there's no suggestion that a repair is included.
- C.** Yes. The note will require separate approval for any repair, so the handover doesn't depend on someone remembering this conversation.
- D.** Agreed. The approval limit is the \$95 assessment, with no corrective work approved. I'll put that in the workshop instruction.

[Answers and explanations, page 120](#)

A Read the situation

LESSON 04 / HANDING THE CONCERN TO THE TECHNICIAN

Deliver a concise internal handoff that preserves the symptom, assessment-only authorization, reproduction status, and customer contact window.

Job 208: keep the concern and contact limits together

Job card 208 records a customer-reported intermittent cabin rattle after overnight parking. The customer has approved assessment only, is unavailable from 12:00 to 14:00, and prefers a phone call after 14:00. Technician Arun has not reproduced the concern. Advisor Rosa hands over these facts without naming a cause, expanding authorization, or treating non-reproduction as proof that nothing is wrong. The agreed contact window must remain visible with the technical request.

People: Rosa, Service advisor; Arun, Technician.

Read the record

Choose one answer per question using the facts above.

1. Which job is being handed over?

- A. Job card 208
- B. Job card 315
- C. An unidentified household account
- D. A completed invoice only

2. What is the authorization?

- A. Any work while the customer is unavailable
- B. Assessment only
- C. Unlimited repair
- D. An approved replacement

3. What contact arrangement is supplied?

- A. Call during the unavailable period
- B. Email only before noon
- C. No need to contact the customer
- D. Phone call after 14:00; unavailable 12:00-14:00

[Answers and explanations, page 121](#)

B Vocabulary in use

CORE TERMS

internal handoff

Transfer of relevant information between colleagues.

give an internal handoff

cabin

Interior space used by vehicle occupants.

locate the cabin concern

customer-reported

Attributed to the customer's account rather than a technician finding.

label the concern customer-reported

not reproduced

Wording stating that the reported condition has not been observed during the assessment.

retain not-reproduced status

repair authorization

Permission for specified corrective work.

distinguish repair authorization

unavailable interval

Period during which the customer cannot be reached as arranged.

record the unavailable interval

job identifier

Number or code distinguishing a workshop record.

state the job identifier

intermittent rattle

Occasional repeated light knocking or vibrating sound.

retain the intermittent rattle description

reproduced concern

Reported condition observed again during relevant assessment.

record whether the concern was reproduced

assessment authorization

Permission for the defined evaluation work.

confirm assessment authorization

contact window

Period when customer communication is appropriate under the stated arrangement.

preserve the contact window

preferred channel

Communication method selected by the customer.

preserve the preferred channel

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

internal handoff INTERNAL HANDOFF

give an internal handoff

Keep the meaning precise: Transfer of relevant information between colleagues.

reproduced concern REPRODUCED CONCERN

record whether the concern was reproduced

Keep the meaning precise: Reported condition observed again during relevant assessment.

B Precision and professional shorthand

EXTEND YOUR RANGE

workshop handover

Exchange passing a job and its relevant context to the workshop.

complete the workshop handover

diagnostic hypothesis

Possible explanation requiring relevant investigation.

distinguish a diagnostic hypothesis

noise concern

Customer report about an unwanted vehicle sound.

describe the noise concern

concern history

Record of earlier descriptions or occurrences.

retain the concern history

authorization boundary

Limit of work for which permission has been given.

state the authorization boundary

non-reproduction

Absence of the reported symptom during the relevant assessment.

distinguish non-reproduction from resolution

finding status

Current state of observed or established results.

clarify the finding status

confirmed cause

Explanation established by the relevant assessment.

avoid inventing a confirmed cause

reported trigger

Circumstance the customer associates with the symptom.

preserve the reported trigger

contact note

Record of communication preferences or restrictions.

include the contact note

handoff readback

Repetition by the receiving person of the essential information.

request a handoff readback

next communication

Following planned exchange with the customer.

plan the next communication

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

preferred channel PREFERRED CHANNEL

preserve the preferred channel

Keep the meaning precise: Communication method selected by the customer.

noise concern NOISE CONCERN

describe the noise concern

Keep the meaning precise: Customer report about an unwanted vehicle sound.

Phrases that move the work forward

Open with the identifier

This handoff is for job card 208.

Preserve the condition

They associate it with overnight parking.

Avoid dismissing the account

Not reproduced does not mean the report is false.

State the permission

The authorization is for assessment only.

Give the unavailable interval

The customer is unavailable from 12:00 to 14:00.

Avoid an exact-time invention

After two is a window, not a confirmed call at exactly two.

Keep the channel visible

Please retain phone as the preferred channel.

Keep observations attributed

Separate the customer report from what you have observed.

State the customer's concern

The customer reports an intermittent cabin rattle.

State the assessment limit

You have not reproduced the concern.

Keep cause open

No confirmed cause is supplied.

Exclude assumed extra work

No repair authorization is recorded.

Give the preferred contact

They prefer a phone call after 14:00.

Keep permission unchanged

Being unable to reach the customer does not expand the scope.

Request the receiver's check

Can you read back the concern, scope, and contact window?

Close with a complete handoff

Job 208, assessment only, concern not reproduced, phone after 14:00.

Precision in real exchanges

Purpose: State the assessment limit

Useful wording: You have not reproduced the concern.

Purpose: Avoid dismissing the account

Useful wording: Not reproduced does not mean the report is false.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which handoff preserves all critical facts?

- A.** Job 208: confirmed fault repaired; call at noon
- B.** Job 315: unlimited repairs; email whenever convenient
- C.** Job 208: no problem exists because no noise was heard
- D.** Job 208: intermittent cabin rattle after overnight parking; assessment only; not reproduced; phone after 14:00

2. What does not reproduced mean here?

- A.** The fault has been repaired
- B.** The cause is confirmed
- C.** Arun has not observed the reported concern during assessment
- D.** The customer invented the sound

3. A colleague needs the term for this meaning: Occasional repeated light knocking or vibrating sound. Which term fits?

- A.** repair authorization
- B.** authorization boundary
- C.** diagnostic hypothesis
- D.** intermittent rattle

D Choose the response that fits / continued

4. Rebuild the exchange from "Job 208: keep the concern and contact limits together". Rosa: "Then I shouldn't tell them nothing is wrong. They were quite clear that it doesn't happen every time." Arun: [missing response] Rosa: "Have you done any repair work? The customer approved assessment only, and that's what I have on the desk record." Which response belongs in the gap?

- A.** Correct. Non-reproduction means I haven't observed it in this assessment. It doesn't prove the sound never occurs or that we've repaired it.
- B.** Job 208: intermittent cabin rattle reported after overnight parking, not reproduced, no confirmed cause. Assessment only; unavailable 12:00-14:00; phone preferred after 14:00.
- C.** That authorization boundary hasn't changed. There's no approved corrective work, and a possible next step wouldn't create permission to do it.
- D.** Yes, phone is the preferred channel. I'll include both the method and the after-two window in the return note.

[Answers and explanations, page 121](#)

One useful distinction

Job 208 concerns a customer-reported cabin rattle after overnight parking. Arun has not reproduced it. Non-reproduction is a limited observation, not proof that the report was mistaken or that a cause has been found.

Conversation

Job 208: keep the concern and contact limits together

Job 208: keep the concern and contact limits together

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

authorization boundary / Repair authorization / preferred channel / Non-reproduction /
handoff readback / contact window / customer-reported / confirmed cause /
unavailable interval / job identifier

- 01 **Rosa:** Arun, can we check 208 before I call the customer? The desk needs your result and the contact restriction, not just rattle checked.
- 02 **Arun:** Yes, the ¹ _____ is 208. Is this the intermittent cabin rattle after overnight parking?
- 03 **Rosa:** That's the customer's description. Did you reproduce it, or is that still open?
- 04 **Arun:** It's still ² _____. I haven't reproduced the concern, and I don't have a confirmed component diagnosis to add.
- 05 **Rosa:** Then I shouldn't tell them nothing is wrong. They were quite clear that it doesn't happen every time.
- 06 **Arun:** Correct. ³ _____ means I haven't observed it in this assessment. It doesn't prove the sound never occurs or that we've repaired it.
- 07 **Rosa:** Have you done any repair work? The customer approved assessment only, and that's what I have on the desk record.
- 08 **Arun:** That ⁴ _____ hasn't changed. There's no approved corrective work, and a possible next step wouldn't create permission to do it.
- 09 **Rosa:** They're unavailable from noon until two. Please keep that beside the assessment result so nobody tries to contact them in that interval.
- 10 **Arun:** I'll retain the ⁵ _____ as 12:00-14:00. The result and that restriction will go back together.

Conversation continues on the next page.

Job 208: keep the concern and contact limits together

CONVERSATION / CONTINUED

- 11 **Rosa:** They asked for a phone call after two. I haven't promised a call at two exactly.
- 12 **Arun:** Understood. The ⁶ _____ is after 14:00, not a fixed 14:00 appointment. I'll keep the wording as supplied.
- 13 **Rosa:** The note currently says contact later. Can you include phone? An email wouldn't match their preference.
- 14 **Arun:** Yes, phone is the ⁷ _____. I'll include both the method and the after-two window in the return note.
- 15 **Rosa:** And if we can't reach them, assessment-only still applies. I don't want silence treated as a yes to repair.
- 16 **Arun:** Agreed. ⁸ _____ is absent. Difficulty reaching the customer doesn't extend the work they've approved.
- 17 **Rosa:** Give me the whole handoff once, please, so I can check it against the desk entry.
- 18 **Arun:** Job 208: intermittent cabin rattle reported after overnight parking, not reproduced, no ⁹ _____. Assessment only; unavailable 12:00-14:00; phone preferred after 14:00.
- 19 **Rosa:** That matches. I'll use not reproduced, not no fault exists, and won't turn the contact window into a promised appointment.
- 20 **Arun:** I'll save that ¹⁰ _____ with the job. You can use the same facts without filling in a cause, repair, or call time we haven't established.

CHECK THE GAPS

1. job identifier / **2.** customer-reported / **3.** Non-reproduction / **4.** authorization boundary / **5.** unavailable interval / **6.** contact window / **7.** preferred channel / **8.** Repair authorization / **9.** confirmed cause / **10.** handoff readback

[Why these answers fit, page 122](#)

F Check accuracy and scope

Job 208: keep the concern and contact limits together

Return to the case

Job card 208 records a customer-reported intermittent cabin rattle after overnight parking. The customer has approved assessment only, is unavailable from 12:00 to 14:00, and prefers a phone call after 14:00. Technician Arun has not reproduced the concern. Advisor Rosa hands over these facts without naming a cause, expanding authorization, or treating non-reproduction as proof that nothing is wrong. The agreed contact window must remain visible with the technical request.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. When should the preferred phone contact occur?

- A. Exactly 12:00 regardless of availability
- B. Only by email before 14:00
- C. After 14:00, outside the stated unavailable interval
- D. Between 12:00 and 14:00

2. What changes the approval limit during customer unavailability?

- A. The inability to contact them automatically permits repair
- B. The job number authorizes replacement
- C. Non-reproduction grants unlimited work
- D. Nothing in these facts

[Answers and explanations, page 123](#)

Listen for the distinction

Read the handoff aloud, preserving not reproduced, assessment only, unavailable 12:00-14:00, and phone after 14:00.

Treat contact details as part of a technical handoff

A workshop handoff can fail even when the symptom is described accurately if the approval limit or customer availability is lost. Put the job identifier first, separate reported and observed information, then read back permission and contact constraints before ending the exchange.

F Say it / transfer to a new case

Pass on the concern, scope, and contact

Complete the internal handoff. Keep the job identifier and contact window attached to the assessment-only scope.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

14:00 / assessment / phone / 208

- 01 **Advisor:** This is job card ¹ _____.
- 02 **Technician:** The approval covers ² _____ only.
- 03 **Advisor:** The customer is unavailable from 12:00 to ³ _____.
- 04 **Technician:** They prefer a ⁴ _____ call afterward.

CHECK THE GAPS

1. 208 / 2. assessment / 3. 14:00 / 4. phone

[Why these answers fit, page 124](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Job 208: keep the concern and contact limits together".
Rosa: "The note currently says contact later. Can you include phone? An email wouldn't match their preference."
Arun: [missing response]
Rosa: "And if we can't reach them, assessment-only still applies. I don't want silence treated as a yes to repair."
Which response belongs in the gap?

- A.** Yes, phone is the preferred channel. I'll include both the method and the after-two window in the return note.
- B.** That authorization boundary hasn't changed. There's no approved corrective work, and a possible next step wouldn't create permission to do it.
- C.** It's still customer-reported. I haven't reproduced the concern, and I don't have a confirmed component diagnosis to add.
- D.** Understood. The contact window is after 14:00, not a fixed 14:00 appointment. I'll keep the wording as supplied.

[Answers and explanations, page 125](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Explaining estimates and approval limits" and "Handing the concern to the technician". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Work included in the agreed evaluation. Which term fits?

- A. repair proposal
- B. assessment scope
- C. customer consent
- D. scope readback

2. A colleague needs the term for this meaning: Permission for the defined evaluation work. Which term fits?

- A. internal handoff
- B. assessment authorization
- C. concern history
- D. workshop handover

3. Rebuild the exchange from "Eight is intake, ten is an update". Omar: "By ten, rather than at ten exactly? I don't want to miss the call because I've assumed a fixed time." Leila: [missing response] Omar: "Phone is best. Please keep that with the update deadline." Which response belongs in the gap?

- A. I will keep the contact method alongside the deadline. The handoff should say phone update by 10:00, not simply contact customer when convenient.
- B. Yes. Ten is the update deadline, not a fixed completion appointment. Keeping those separate should make the booking notes and your expectations consistent.
- C. Correct. A waiting appointment is not confirmed here. We should not add that assumption merely because you initially hoped to stay for an hour.
- D. I will record that phone preference. The promised update will be by phone, using the agreed contact details in your booking.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "Job 208: keep the concern and contact limits together". Rosa: "Give me the whole handoff once, please, so I can check it against the desk entry." Arun: [missing response] Rosa: "That matches. I'll use not reproduced, not no fault exists, and won't turn the contact window into a promised appointment." Which response belongs in the gap?

- A.** That authorization boundary hasn't changed. There's no approved corrective work, and a possible next step wouldn't create permission to do it.
- B.** Correct. Non-reproduction means I haven't observed it in this assessment. It doesn't prove the sound never occurs or that we've repaired it.
- C.** Job 208: intermittent cabin rattle reported after overnight parking, not reproduced, no confirmed cause. Assessment only; unavailable 12:00-14:00; phone preferred after 14:00.
- D.** Yes, phone is the preferred channel. I'll include both the method and the after-two window in the return note.

[Answers and explanations, page 148](#)

A Read the situation

LESSON 05 / EXPLAINING PARTS AND COMPLETION DELAYS

Explain a parts delay by separating supplier estimates, shipment confirmation, workshop scheduling, and a firm update commitment.

Tuesday arrival is not Tuesday collection

The part required for job 315 is on back order. The supplier estimates arrival on Tuesday, but shipment is not confirmed. Customer Ben wants to collect the vehicle on Tuesday. Technician scheduling and completion are also unconfirmed. Parts clerk Nia promises a supply-status update on Monday afternoon. She must acknowledge the requested pickup without accepting it, preserve the supplier estimate as provisional, and avoid treating part arrival as a completed repair.

People: Ben, Customer; Nia, Parts clerk.

Read the record

Choose one answer per question using the facts above.

1. What is the part's current status?

- A.** Delivered and installed
- B.** Confirmed dispatched yesterday
- C.** Available for immediate collection with the vehicle
- D.** On back order with shipment unconfirmed

2. What does Tuesday represent?

- A.** A confirmed technician completion
- B.** A completed installation date
- C.** The supplier's estimated arrival
- D.** A guaranteed vehicle pickup

3. What does Nia promise?

- A.** A guaranteed Monday shipment
- B.** A free replacement vehicle
- C.** A supply-status update Monday afternoon
- D.** Vehicle ready Tuesday morning

[Answers and explanations, page 126](#)

B Vocabulary in use

CORE TERMS

back order

Order for an item not currently available for immediate supply.

confirm back-order status

estimated arrival

Expected delivery time not necessarily confirmed.

state the estimated arrival

dispatch

Sending goods from the supplier or distribution point.

distinguish dispatch from arrival

lead time

Time between an order stage and the relevant supply stage.

clarify the lead time

part allocation

Assignment of available stock to a particular order or job.

verify part allocation

supply-status update

Communication about progress or uncertainty in obtaining an item.

provide a supply-status update

supplier estimate

Provisional timing or quantity information given by the supplier.

qualify the supplier estimate

shipment confirmation

Evidence that goods have been dispatched under the stated arrangement.

await shipment confirmation

delivery

Transfer of goods to the destination.

confirm delivery

parts availability

Whether the required item can be supplied at the relevant time.

check parts availability

order status

Current position of a purchase or supply request.

update the order status

workshop scheduling

Assignment of technical work to available time and staff.

confirm workshop scheduling

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

back order **BACK ORDER**

confirm back-order status

Keep the meaning precise: Order for an item not currently available for immediate supply.

delivery **DELIVERY**

confirm delivery

Keep the meaning precise: Transfer of goods to the destination.

B Precision and professional shorthand

EXTEND YOUR RANGE

installation

Fitting the relevant component as part of authorized work.

distinguish installation from delivery

pickup request

Customer preference for collecting the vehicle at a stated time.

record the pickup request

dependency

Prior condition on which a later stage relies.

explain the dependency

confirmed date

Date established through the relevant process.

distinguish a confirmed date

delay notice

Communication explaining a change or uncertainty in timing.

give a delay notice

progress checkpoint

Agreed point for reviewing and communicating status.

set a progress checkpoint

completion confirmation

Verified statement that the relevant work has finished.

obtain completion confirmation

collection commitment

Agreed promise about when the vehicle can be handed over.

distinguish a collection commitment

provisional date

Date subject to confirmation or change.

retain the provisional date

parts clerk

Staff member coordinating component identification and supply.

contact the parts clerk

supplier follow-up

Further contact to clarify supply information.

arrange supplier follow-up

uncertain completion

Finish status or timing that has not been established.

explain uncertain completion

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

workshop scheduling **WORKSHOP SCHEDULING**

confirm workshop scheduling

Keep the meaning precise: Assignment of technical work to available time and staff.

dependency **DEPENDENCY**

explain the dependency

Keep the meaning precise: Prior condition on which a later stage relies.

Phrases that move the work forward

State the current supply position

The part for job 315 is on back order.

Preserve uncertainty

Shipment has not been confirmed.

Acknowledge the request

I understand that you would like Tuesday pickup.

Name the next dependency

Technician scheduling still needs confirmation.

Give the firm update

I will update you on supply status Monday afternoon.

Avoid inventing allocation

We have no confirmed allocation or shipment to report here.

Distinguish expected and confirmed

Tuesday remains estimated, not confirmed.

Read back the chain

Back order, estimated Tuesday arrival, shipment and completion unconfirmed.

Attribute the date

The supplier estimates arrival on Tuesday.

Separate dispatch and arrival

A dispatch confirmation would not itself mean the part has arrived.

Avoid accepting the date

I cannot confirm Tuesday collection from the current information.

Keep completion separate

Part arrival is not the same as completed work.

Limit the promise

That is a communication commitment, not a guaranteed supply result.

Retain the job reference

Please keep job 315 attached to this parts update.

Avoid a guaranteed turnaround

The completion time is still unconfirmed.

Close with the next contact

You will hear from me Monday afternoon about the supply position.

Precision in real exchanges

Purpose: Separate dispatch and arrival

Useful wording: A dispatch confirmation would not itself mean the part has arrived.

Purpose: Acknowledge the request

Useful wording: I understand that you would like Tuesday pickup.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which statement preserves the supplier information?

- A.** Arrival is estimated for Tuesday, with shipment unconfirmed
- B.** The part will definitely arrive Tuesday
- C.** The part has already been dispatched
- D.** Tuesday collection is booked

2. Why can Nia not promise Tuesday pickup?

- A.** Monday afternoon is a repair deadline
- B.** Every back order always takes a month
- C.** Supply, technician scheduling, and completion are not confirmed
- D.** The customer has not asked for pickup

3. A colleague needs the term for this meaning: Evidence that goods have been dispatched under the stated arrangement. Which term fits?

- A.** delay notice
- B.** shipment confirmation
- C.** part allocation
- D.** pickup request

D Choose the response that fits / continued

4. Rebuild the exchange from "Tuesday arrival is not Tuesday collection". Ben: "Even if it arrives then, does that automatically put my vehicle into the workshop on Tuesday?" Nia: [missing response] Ben: "Tuesday pickup is what I'd like, but I understand you haven't accepted it as a booking." Which response belongs in the gap?

- A.** No. Workshop scheduling is not confirmed either. Part arrival, the work slot, and completion are distinct stages; the supply estimate does not establish all of them.
- B.** The part is on back order. The supplier has estimated Tuesday arrival, but shipment is not confirmed, so I cannot describe Tuesday collection as an agreed plan.
- C.** Correct. We will keep completion confirmation separate from the parts forecast. You have a definite next update, but no invented guarantee about delivery, installation, or pickup.
- D.** Exactly. It is a progress checkpoint, not a guaranteed dispatch or arrival. The update should distinguish what is confirmed from what remains estimated at that time.

[Answers and explanations, page 126](#)

One useful distinction

Tuesday is the supplier estimate for part arrival. Shipment is unconfirmed, and the part is on back order. Keep the estimate provisional rather than changing it to a guaranteed delivery or a booked collection.

E Conversation

Tuesday arrival is not Tuesday collection

Tuesday arrival is not Tuesday collection

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

back order / supply-status update / estimated arrival / Workshop scheduling /
pickup request / shipment confirmation / progress checkpoint / collection commitment /
completion confirmation / order status

- 01 **Ben:** I was told Tuesday for the part on job 315. Can I arrange to collect the vehicle that afternoon?
- 02 **Nia:** The part is on ¹ _____. The supplier has estimated Tuesday arrival, but shipment is not confirmed, so I cannot describe Tuesday collection as an agreed plan.
- 03 **Ben:** So Tuesday is the supplier's estimate, and you don't have a shipment confirmation yet?
- 04 **Nia:** We are still waiting for ² _____. I should keep the supplier estimate separate from evidence of dispatch rather than let the date sound more definite than it is.
- 05 **Ben:** Even if it arrives then, does that automatically put my vehicle into the workshop on Tuesday?
- 06 **Nia:** No. ³ _____ is not confirmed either. Part arrival, the work slot, and completion are distinct stages; the supply estimate does not establish all of them.
- 07 **Ben:** Tuesday pickup is what I'd like, but I understand you haven't accepted it as a booking.
- 08 **Nia:** I understand your ⁴ _____ for Tuesday. I will keep it in the notes as your preference, not as a confirmed handover date.
- 09 **Ben:** When will you check again and contact me? I'd rather have a clear update than keep calling.
- 10 **Nia:** I will provide a ⁵ _____ on Monday afternoon. That is my commitment to contact you, even though I cannot promise what the supplier's answer will be.

Conversation continues on the next page.

Tuesday arrival is not Tuesday collection

CONVERSATION / CONTINUED

- 11 **Ben:** Monday afternoon for the supply update. That doesn't mean the part will have shipped by then.
- 12 **Nia:** Exactly. It is a ⁶ _____, not a guaranteed dispatch or arrival. The update should distinguish what is confirmed from what remains estimated at that time.
- 13 **Ben:** Please don't change the collection request to confirmed in the notes. I need a real finish time before arranging transport.
- 14 **Nia:** A ⁷ _____ needs the relevant completion and handover confirmation. We do not yet have that, and I would not want your travel plans built on an unsupported promise.
- 15 **Ben:** Can you keep job 315 on the parts query, so the next advisor sees the same order?
- 16 **Nia:** Certainly. Job 315 will stay attached to the ⁸ _____ information. The note will identify the back order, the supplier's Tuesday estimate, and the missing shipment confirmation.
- 17 **Ben:** Read back the supplier estimate for me once. I'd been treating Tuesday as a promise.
- 18 **Nia:** The ⁹ _____ is Tuesday; shipment is unconfirmed. Technician scheduling and completion are also unconfirmed. I will update you about supply on Monday afternoon.
- 19 **Ben:** All right. I'll expect your Monday-afternoon update, with collection still unconfirmed.
- 20 **Nia:** Correct. We will keep ¹⁰ _____ separate from the parts forecast. You have a definite next update, but no invented guarantee about delivery, installation, or pickup.

CHECK THE GAPS

1. back order / 2. shipment confirmation / 3. Workshop scheduling / 4. pickup request / 5. supply-status update / 6. progress checkpoint / 7. collection commitment / 8. order status / 9. estimated arrival / 10. completion confirmation

[Why these answers fit, page 127](#)

F Check accuracy and scope

Tuesday arrival is not Tuesday collection

Return to the case

The part required for job 315 is on back order. The supplier estimates arrival on Tuesday, but shipment is not confirmed. Customer Ben wants to collect the vehicle on Tuesday. Technician scheduling and completion are also unconfirmed. Parts clerk Nia promises a supply-status update on Monday afternoon. She must acknowledge the requested pickup without accepting it, preserve the supplier estimate as provisional, and avoid treating part arrival as a completed repair.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should Nia promise in this case?

- A. A supply-status update Monday afternoon
- B. Guaranteed installation Tuesday morning
- C. Confirmed shipment Monday morning
- D. A fixed completed-repair outcome

2. What does Ben's request establish?

- A. A guaranteed workshop slot
- B. Confirmation that the part is allocated
- C. A completed repair
- D. His preferred collection date, not an accepted promise

[Answers and explanations, page 129](#)

Listen for the distinction

Read the exchanges about Tuesday and Monday afternoon aloud. Keep estimated arrival, supply update, and collection separate.

Give the dependency chain in ordinary language

A customer may hear a part date as a vehicle-ready date. Separate supply, delivery, workshop work, and collection in a short sequence. Preserve the useful supplier estimate but label it honestly, then give a definite communication commitment that does not depend on a guessed result.

F Say it / transfer to a new case

Separate the supply forecast from collection

Complete the delay update using the actual supplier estimate and Nia's communication commitment.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

order / confirmed / Tuesday / afternoon

- 01 **Clerk:** The part is on back ¹ _____.
- 02 **Customer:** The supplier estimates arrival on ² _____.
- 03 **Clerk:** Shipment has not been ³ _____.
- 04 **Customer:** The supply update is promised Monday ⁴ _____.

CHECK THE GAPS

1. order / 2. Tuesday / 3. confirmed / 4. afternoon

[Why these answers fit, page 129](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Tuesday arrival is not Tuesday collection". Ben: "Please don't change the collection request to confirmed in the notes. I need a real finish time before arranging transport." Nia: [missing response] Ben: "Can you keep job 315 on the parts query, so the next advisor sees the same order?" Which response belongs in the gap?

- A.** The part is on back order. The supplier has estimated Tuesday arrival, but shipment is not confirmed, so I cannot describe Tuesday collection as an agreed plan.
- B.** I will provide a supply-status update on Monday afternoon. That is my commitment to contact you, even though I cannot promise what the supplier's answer will be.
- C.** We are still waiting for shipment confirmation. I should keep the supplier estimate separate from evidence of dispatch rather than let the date sound more definite than it is.
- D.** A collection commitment needs the relevant completion and handover confirmation. We do not yet have that, and I would not want your travel plans built on an unsupported promise.

[Answers and explanations, page 130](#)

A Read the situation

LESSON 06 / RELAYING FINDINGS AND TECHNICAL TERMS

Translate a diagnostic note into accurate customer language while separating recorded information, confirmed cause, and authorized work.

A code is a clue, not a replacement order

Technician Jules has recorded a diagnostic trouble code, abbreviated DTC, on job 416. The note gives no confirmed cause or component fault. Customer Tomas assumes the code proves that a sensor needs replacement. Advisor Ava must explain the limited finding and request a clearer technician explanation. No replacement is approved. Ava has no additional test results and must not invent them or tell Tomas how to diagnose the vehicle.

People: Tomas, Customer; Ava, Service advisor.

Read the record

Choose one answer per question using the facts above.

1. What does the note record?

- A.** A completed replacement
- B.** A guarantee of vehicle readiness
- C.** A diagnostic trouble code
- D.** A confirmed sensor failure

2. What has Tomas assumed?

- A.** The advisor has no job number
- B.** The invoice has already been paid
- C.** No code was recorded
- D.** The sensor must need replacement

3. What should Ava request next?

- A.** Automatic sensor replacement
- B.** An invented test result
- C.** A promise that the code is harmless
- D.** A clearer technician explanation

[Answers and explanations, page 131](#)

B Vocabulary in use

CORE TERMS

diagnostic trouble code

Coded diagnostic information; abbreviated DTC.
record a diagnostic trouble code

scan tool

Device for accessing supported diagnostic information.
identify the scan-tool record

sensor

Component detecting a condition and supplying a signal.
distinguish a sensor from its circuit

circuit

Connected electrical path for a function.
identify the relevant circuit

stored code

Code retained in diagnostic memory.
identify a stored code

freeze-frame data

Snapshot of operating information for a recorded event.
interpret freeze-frame data

on-board diagnostics

Vehicle monitoring and reporting systems; abbreviated OBD.
refer to on-board diagnostics

control module

Electronic unit managing specified vehicle functions.
identify the control module

actuator

Component carrying out a commanded physical action.
identify the actuator

malfunction indicator lamp

Dashboard warning indicator; abbreviated MIL.
report an illuminated lamp

pending code

Provisional code status, not a repair diagnosis.
distinguish a pending code

live data

Supported information displayed as conditions are read.
distinguish live data

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

diagnostic trouble code **DIAGNOSTIC TROUBLE CODE**

record a diagnostic trouble code

Keep the meaning precise: Coded diagnostic information; abbreviated DTC.

actuator **ACTUATOR**

identify the actuator

Keep the meaning precise: Component carrying out a commanded physical action.

B Precision and professional shorthand

EXTEND YOUR RANGE

assessment note

Technician record of the examination and available findings.

read the assessment note

component fault

Established problem attributed to a particular part.

avoid inventing a component fault

fault tracing

Investigation intended to locate the source of a problem.

distinguish fault tracing from code reading

technician clarification

Further explanation supplied by the relevant technician.

request technician clarification

interpretation

Explanation of what information means in context.

separate a record from its interpretation

unsupported inference

Conclusion not established by the available information.

correct an unsupported inference

confirmed cause

Explanation supported by the completed relevant assessment.

distinguish a confirmed cause

diagnostic evidence

Information relevant to investigating a reported problem.

explain the diagnostic evidence

replacement decision

Conclusion that a particular item should be replaced.

support a replacement decision

finding

Information established or recorded during an assessment.

relay the limited finding

repair authorization

Customer permission for a specified repair under the stated terms.

obtain repair authorization

plain-language explanation

Account using accessible words without changing the technical meaning.

provide a plain-language explanation

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

live data LIVE DATA

distinguish live data

Keep the meaning precise: Supported information displayed as conditions are read.

fault tracing FAULT TRACING

distinguish fault tracing from code reading

Keep the meaning precise: Investigation intended to locate the source of a problem.

Phrases that move the work forward

Expand the abbreviation

DTC stands for diagnostic trouble code.

State the finding

The note records a code.

Separate the component

It does not establish that this sensor has failed.

Avoid invented detail

I do not have a specific test result to quote.

Identify the missing explanation

We need the technician to explain what the finding supports.

Use accessible language

The system recorded information that needs interpretation.

Avoid a safety conclusion

This note does not give me a vehicle-readiness confirmation.

State the next action

I will request a clearer explanation from Jules.

Identify the source

I am reading the technician note for job 416.

Explain the limit

It does not confirm the cause.

Correct the inference

A code is not automatically a replacement instruction.

Preserve the uncertainty

The cause remains unconfirmed in this note.

Request clarification

Could you clarify whether a component fault has been established?

Distinguish authorization

No replacement has been approved.

Check the understanding

Are we agreed that the code alone does not settle the repair?

Close the handoff

I will keep the recorded code separate from any later repair proposal.

Precision in real exchanges

Purpose: Explain the limit

Useful wording: It does not confirm the cause.

Purpose: Separate the component

Useful wording: It does not establish that this sensor has failed.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation is accurate?

- A.** No further explanation is needed
- B.** A code is recorded, but the cause is not confirmed
- C.** The sensor has definitely failed
- D.** The code proves the vehicle is ready

2. Which abbreviation is correctly expanded?

- A.** DTC: direct technician clearance
- B.** DTC: delivery timing confirmation
- C.** DTC: defective transmission component
- D.** DTC: diagnostic trouble code

3. A colleague needs the term for this meaning: Electronic unit managing specified vehicle functions. Which term fits?

- A.** component fault
- B.** control module
- C.** interpretation
- D.** stored code

D Choose the response that fits / continued

4. Rebuild the exchange from "A code is a clue, not a replacement order". Tomas: "Did Jules test that sensor, then? Perhaps there's another result missing from the message I received." Ava: [missing response] Tomas: "That's the part I'm struggling with. I've got technical information, but I still don't know what you've actually established." Which response belongs in the gap?

- A.** I'll request technician clarification on what the assessment establishes and what remains unresolved before a repair proposal can be explained.
- B.** The recorded finding is limited to the code. Its cause and whether a part needs replacing aren't established in this note.
- C.** I can't see one here. The assessment note records the code, with no supplied sensor-test result or confirmed component fault.
- D.** It can guide the investigation; it isn't automatically a replacement decision. A recorded code isn't an instruction to order a sensor.

[Answers and explanations, page 131](#)

One useful distinction

DTC expands to diagnostic trouble code. It does not expand to a repair instruction. Job 416 contains a code, but the note does not identify a confirmed cause or component fault. Do not invent a code number or sensor type.

E Conversation

A code is a clue, not a replacement order

A code is a clue, not a replacement order

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

assessment note / interpretation / finding / repair authorization / unsupported inference
/ plain-language explanation / component fault / replacement decision /
technician clarification / diagnostic trouble code

- 01 **Tomas:** The message about 416 says there's a code. Does that mean you've found a bad sensor and ordered a replacement?
- 02 **Ava:** Not from this note. It records a ¹ _____, or DTC, but doesn't confirm the cause.
- 03 **Tomas:** I thought a code was basically the name of the part you needed. Otherwise, what is it telling us?
- 04 **Ava:** It can guide the investigation; it isn't automatically a ² _____. A recorded code isn't an instruction to order a sensor.
- 05 **Tomas:** Did Jules test that sensor, then? Perhaps there's another result missing from the message I received.
- 06 **Ava:** I can't see one here. The ³ _____ records the code, with no supplied sensor-test result or confirmed component fault.
- 07 **Tomas:** That's the part I'm struggling with. I've got technical information, but I still don't know what you've actually established.
- 08 **Ava:** The recorded ⁴ _____ is limited to the code. Its cause and whether a part needs replacing aren't established in this note.
- 09 **Tomas:** So a reference to a system or circuit wouldn't, by itself, prove the sensor is defective?
- 10 **Ava:** Correct. We haven't established a ⁵ _____. I'm explaining the note's limit, not proposing a different diagnosis.

Conversation continues on the next page.

A code is a clue, not a replacement order

CONVERSATION / CONTINUED

- 11 **Tomas:** Could you ask Jules to explain what the evidence does show? I need something more useful than just reading the code back.
- 12 **Ava:** I'll request ⁶ _____ on what the assessment establishes and what remains unresolved before a repair proposal can be explained.
- 13 **Tomas:** Also, my question about a new sensor wasn't a request to buy one. Please don't treat it as an order.
- 14 **Ava:** Understood. No ⁷ _____ has been given. I'll record your question as a request for explanation, not permission to order or fit a part.
- 15 **Tomas:** Can I collect the vehicle while that explanation is being sorted out? Or has nobody confirmed that either?
- 16 **Ava:** I have no readiness confirmation here. A ⁸ _____ of a code mustn't become a claim that the vehicle is ready or safe.
- 17 **Tomas:** Tell Jules why I'm confused, please. I read code as sensor failure, and that's where the conversation went off track.
- 18 **Ava:** I'll include that. It's an ⁹ _____ from the available note, and the clarification should address that specific misunderstanding.
- 19 **Tomas:** All right: code recorded, cause unconfirmed, no replacement approved. I need Jules's explanation, not a parts order.
- 20 **Ava:** I'll request that ¹⁰ _____ against job 416. Any later repair proposal remains separate from this clarification and will need its own approval.

CHECK THE GAPS

1. diagnostic trouble code / 2. replacement decision / 3. assessment note / 4. finding / 5. component fault / 6. technician clarification / 7. repair authorization / 8. plain-language explanation / 9. unsupported inference / 10. interpretation

[Why these answers fit, page 132](#)

F Check accuracy and scope

A code is a clue, not a replacement order

Return to the case

Technician Jules has recorded a diagnostic trouble code, abbreviated DTC, on job 416. The note gives no confirmed cause or component fault. Customer Tomas assumes the code proves that a sensor needs replacement. Advisor Ava must explain the limited finding and request a clearer technician explanation. No replacement is approved. Ava has no additional test results and must not invent them or tell Tomas how to diagnose the vehicle.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which sentence invents evidence?

- A. No replacement is approved
- B. We need Jules to clarify the finding
- C. Jules tested the sensor and proved it faulty
- D. The note contains a code

2. Which handoff respects the approval limit?

- A. Promise a free replacement today
- B. Request clarification before any separate repair proposal
- C. Replace the sensor because Tomas mentioned it
- D. Treat a recorded code as permission

[Answers and explanations, page 134](#)

Listen for the distinction

Read Tomas's misunderstanding and Ava's correction aloud. Keep code, confirmed cause, repair approval, and readiness distinct.

Explain the technical noun and its evidential limit

Using the full term once helps a customer follow the conversation. The more important distinction is what the information establishes. Explain what is recorded, what has not been confirmed, and whose clarification is needed before discussing a replacement decision.

F Say it / transfer to a new case

Relay the finding without upgrading it

Complete the advisor readback. Use the recorded evidence and approval status only.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

code / clarification / approved / confirmed

- 01 **Advisor:** DTC means diagnostic trouble ¹ _____.
- 02 **Customer:** The cause has not been ² _____.
- 03 **Advisor:** I will request technician ³ _____.
- 04 **Customer:** No replacement has been ⁴ _____.

CHECK THE GAPS

1. code / 2. confirmed / 3. clarification / 4. approved

[Why these answers fit, page 134](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A code is a clue, not a replacement order". Tomas: "Also, my question about a new sensor wasn't a request to buy one. Please don't treat it as an order." Ava: [missing response] Tomas: "Can I collect the vehicle while that explanation is being sorted out? Or has nobody confirmed that either?" Which response belongs in the gap?

- A.** It can guide the investigation; it isn't automatically a replacement decision. A recorded code isn't an instruction to order a sensor.
- B.** Understood. No repair authorization has been given. I'll record your question as a request for explanation, not permission to order or fit a part.
- C.** I have no readiness confirmation here. A plain-language explanation of a code mustn't become a claim that the vehicle is ready or safe.
- D.** I'll request that interpretation against job 416. Any later repair proposal remains separate from this clarification and will need its own approval.

[Answers and explanations, page 135](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Explaining parts and completion delays" and "Relaying findings and technical terms". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Expected delivery time not necessarily confirmed. Which term fits?

- A. parts clerk
- B. estimated arrival
- C. parts availability
- D. completion confirmation

2. A colleague needs the term for this meaning: Dashboard warning indicator; abbreviated MIL. Which term fits?

- A. assessment note
- B. malfunction indicator lamp
- C. diagnostic trouble code
- D. technician clarification

3. Rebuild the exchange from "Job 208: keep the concern and contact limits together". Rosa: "They're unavailable from noon until two. Please keep that beside the assessment result so nobody tries to contact them in that interval." Arun: [missing response] Rosa: "They asked for a phone call after two. I haven't promised a call at two exactly." Which response belongs in the gap?

- A. Agreed. Repair authorization is absent. Difficulty reaching the customer doesn't extend the work they've approved.
- B. Yes, the job identifier is 208. Is this the intermittent cabin rattle after overnight parking?
- C. I'll retain the unavailable interval as 12:00-14:00. The result and that restriction will go back together.
- D. It's still customer-reported. I haven't reproduced the concern, and I don't have a confirmed component diagnosis to add.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "A code is a clue, not a replacement order". Tomas: "Tell Jules why I'm confused, please. I read code as sensor failure, and that's where the conversation went off track." Ava: [missing response] Tomas: "All right: code recorded, cause unconfirmed, no replacement approved. I need Jules's explanation, not a parts order." Which response belongs in the gap?

- A.** I'll include that. It's an unsupported inference from the available note, and the clarification should address that specific misunderstanding.
- B.** I can't see one here. The assessment note records the code, with no supplied sensor-test result or confirmed component fault.
- C.** I'll request technician clarification on what the assessment establishes and what remains unresolved before a repair proposal can be explained.
- D.** Not from this note. It records a diagnostic trouble code, or DTC, but doesn't confirm the cause.

[Answers and explanations, page 150](#)

A Read the situation

LESSON 07 / CLARIFYING THE INVOICE AND COLLECTION HANDOFF

Explain a two-line invoice accurately and separate a financial document from verified collection readiness.

The bill is ready; the vehicle status is not

The fictional invoice for job 527 totals \$180: \$70 for parts and \$110 for labor. Customer Imani thinks the labor line includes another \$70 parts charge. Advisor Leo must explain that the two listed charges add to \$180, not \$250. The service desk has not yet confirmed vehicle readiness. Issuing an invoice does not itself confirm collection. No additional fees, taxes, payment status, or release arrangements are supplied.

People: Imani, Customer; Leo, Service advisor.

Read the record

Choose one answer per question using the facts above.

1. What is the stated invoice total?

- A. \$180
- B. \$250
- C. \$110
- D. \$70

2. What has Imani misunderstood?

- A. She has been given a new tax rate
- B. She thinks another \$70 parts charge is included in labor
- C. She thinks all parts are free
- D. She has received a confirmed collection time

3. What remains unconfirmed?

- A. Vehicle readiness
- B. The two listed amounts
- C. The invoice total
- D. The job number

[Answers and explanations, page 136](#)

B Vocabulary in use

CORE TERMS

invoice

Document listing charges for supplied work or items.

explain the invoice

parts charge

Amount billed for the listed vehicle components or materials.

distinguish the parts charge

invoice total

Combined amount shown as payable on the invoice.

confirm the invoice total

itemized bill

Bill that separates charges into identifiable entries.

read the itemized bill

arithmetic

Calculation of the amounts involved.

check the arithmetic

tax line

Separate entry identifying an applicable tax charge.

avoid inventing a tax line

line item

Separately listed entry on a bill or estimate.

identify each line item

labor charge

Amount billed for the stated work rather than the parts.

explain the labor charge

duplicate charge

Amount billed again for the same chargeable item.

investigate a suspected duplicate charge

billing query

Customer request for clarification about a charge.

resolve a billing query

subtotal

Amount before any separately applicable later additions or deductions.

distinguish a subtotal from the stated total

discount

Reduction from an otherwise stated price.

identify an authorized discount

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

invoice INVOICE

explain the invoice

Keep the meaning precise: Document listing charges for supplied work or items.

duplicate charge DUPLICATE CHARGE

investigate a suspected duplicate charge

Keep the meaning precise: Amount billed again for the same chargeable item.

B Precision and professional shorthand

EXTEND YOUR RANGE

credit adjustment

Recorded reduction or correction applied to an account.

distinguish a credit adjustment

payment status

Record of whether and how an amount has been paid.

check payment status

invoice date

Date assigned to the issued billing document.

verify the invoice date

collection readiness

Confirmed status for the relevant vehicle handover arrangements.

verify collection readiness

handover confirmation

Verified information that the agreed transfer can proceed.

obtain handover confirmation

billing record

Account of charges and related financial entries.

correct the billing record

balance due

Amount still payable after relevant recorded payments or credits.

verify the balance due

receipt

Record acknowledging a payment or transaction.

distinguish a receipt from an unpaid invoice

job reference

Identifier linking the bill and service record.

match the job reference

service desk

Team or location coordinating service information and handover.

check with the service desk

release arrangements

Agreed details governing the transfer of the vehicle.

confirm release arrangements

readiness check

Request to verify the vehicle's current handover status.

request a readiness check

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

discount **DISCOUNT**

identify an authorized discount

Keep the meaning precise: Reduction from an otherwise stated price.

invoice date **INVOICE DATE**

verify the invoice date

Keep the meaning precise: Date assigned to the issued billing document.

Phrases that move the work forward

Invite the query

Which line would you like me to explain?

Separate the entries

There are two listed charges.

Name the second amount

The labor charge is \$110.

Correct the duplicate assumption

There is no additional \$70 parts charge in that labor line.

Keep to the supplied bill

I will not add a charge that is not listed.

Separate documents

A bill and a receipt are not the same record.

State the missing status

The service desk has not confirmed readiness yet.

Request the handoff check

Please confirm the collection position for job 527.

Identify the reference

We are looking at job 527.

Name the first amount

The parts charge is \$70.

State the calculation

Seventy plus one hundred ten equals one hundred eighty.

Acknowledge the confusion

I can see why the layout prompted that question.

Avoid assuming payment

The invoice alone does not establish payment status.

Switch to collection

Let us check readiness separately from the invoice.

Avoid a false invitation

I cannot ask you to collect on the basis of this document alone.

Close accurately

The invoice total is clear; collection remains unconfirmed.

Precision in real exchanges

Purpose: Name the first amount

Useful wording: The parts charge is \$70.

Purpose: Name the second amount

Useful wording: The labor charge is \$110.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation resolves the billing query?

- A.** \$70 parts plus \$110 labor gives the \$180 total
- B.** \$70 parts must be added twice
- C.** Labor is another name for parts
- D.** The total is \$250 before an invented discount

2. Which statement wrongly infers readiness?

- A.** The invoice exists, so come and collect now
- B.** The desk has not confirmed readiness
- C.** We should check collection separately
- D.** The bill identifies the charges

3. A colleague needs the term for this meaning: Amount billed for the stated work rather than the parts. Which term fits?

- A.** payment status
- B.** arithmetic
- C.** labor charge
- D.** handover confirmation

D Choose the response that fits / continued

4. Rebuild the exchange from "The bill is ready; the vehicle status is not". Imani: "Could you point out the total separately from the two charges? That's where I went wrong." Leo: [missing response] Imani: "I'm asking about the calculation, not a discount. The same parts charge should appear only once in the sum." Which response belongs in the gap?

- A.** I understand the billing query. The layout led you to ask whether parts were being charged twice. Here, the two lines represent parts and labor separately.
- B.** Yes. The billing record tells us about the charges. It does not, by itself, give the missing handover confirmation or settle when you should travel here.
- C.** No. There are two separate entries on this itemized bill. The parts charge is seventy dollars and the labor charge is one hundred ten dollars.
- D.** Understood. We still need handover confirmation. I will keep the billing explanation and the collection inquiry clear, so resolving one does not accidentally promise the other.

[Answers and explanations, page 136](#)

One useful distinction

The arithmetic is $\$70 + \$110 = \$180$. The labor line is not $\$110$ plus an additional $\$70$ parts charge. The supplied invoice has no third charge. Explain the stated figures without introducing a tax rate, discount, or payment.

Conversation

The bill is ready; the vehicle status is not

The bill is ready; the vehicle status is not

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

billing record / payment status / parts charge / collection readiness /
handover confirmation / billing query / job reference / readiness check / itemized bill /
invoice total

- 01 **Imani:** The invoice for 527 says seventy for parts and a hundred ten for labor. I added seventy to the total and got two hundred fifty.
- 02 **Leo:** No. There are two separate entries on this ¹ _____. The parts charge is seventy dollars and the labor charge is one hundred ten dollars.
- 03 **Imani:** Then the parts are already in the hundred eighty. I shouldn't add them again.
- 04 **Leo:** Correct. The ² _____ is one hundred eighty dollars: seventy plus one hundred ten. There is no extra seventy-dollar parts charge inside the labor line.
- 05 **Imani:** Could you point out the total separately from the two charges? That's where I went wrong.
- 06 **Leo:** I understand the ³ _____. The layout led you to ask whether parts were being charged twice. Here, the two lines represent parts and labor separately.
- 07 **Imani:** I'm asking about the calculation, not a discount. The same parts charge should appear only once in the sum.
- 08 **Leo:** Certainly. The ⁴ _____ is seventy dollars. Labor is one hundred ten dollars. Those two figures produce the stated total of one hundred eighty dollars.
- 09 **Imani:** Does having the invoice mean I can come and collect the vehicle now?
- 10 **Leo:** Please let me check ⁵ _____ separately. The service desk has not confirmed it yet, so I should not invite you to collect on the strength of the invoice.

Conversation continues on the next page.

The bill is ready; the vehicle status is not

CONVERSATION / CONTINUED

- 11 **Imani:** Please leave the itemized charges as they are. It was my addition that needed correcting.
- 12 **Leo:** Yes. The ⁶ _____ tells us about the charges. It does not, by itself, give the missing handover confirmation or settle when you should travel here.
- 13 **Imani:** Also, I haven't told you I've paid. An invoice total isn't a payment confirmation.
- 14 **Leo:** We have not established ⁷ _____ in this conversation. An invoice is not automatically a receipt, and I will not say a payment has been made without the relevant record.
- 15 **Imani:** Could you check readiness separately before I make the trip?
- 16 **Leo:** Exactly. We have clarified the arithmetic. The next ⁸ _____ should go to the service desk for job 527, without treating the bill as proof of readiness.
- 17 **Imani:** Use job 527 for that check, please. I want the readiness message linked to the same vehicle record.
- 18 **Leo:** I will match the ⁹ _____ before requesting confirmation. The figures we discussed remain seventy for parts and one hundred ten for labor, totaling one hundred eighty.
- 19 **Imani:** So the bill is seventy plus a hundred ten, total a hundred eighty; collection still needs confirmation.
- 20 **Leo:** Understood. We still need ¹⁰ _____. I will keep the billing explanation and the collection inquiry clear, so resolving one does not accidentally promise the other.

CHECK THE GAPS

1. itemized bill / 2. invoice total / 3. billing query / 4. parts charge / 5. collection readiness / 6. billing record / 7. payment status / 8. readiness check / 9. job reference / 10. handover confirmation

[Why these answers fit, page 137](#)

F Check accuracy and scope

The bill is ready; the vehicle status is not

Return to the case

The fictional invoice for job 527 totals \$180: \$70 for parts and \$110 for labor. Customer Imani thinks the labor line includes another \$70 parts charge. Advisor Leo must explain that the two listed charges add to \$180, not \$250. The service desk has not yet confirmed vehicle readiness. Issuing an invoice does not itself confirm collection. No additional fees, taxes, payment status, or release arrangements are supplied.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What can Leo say about payment?

- A. The supplied facts do not establish payment status
- B. The full amount has definitely been paid
- C. A receipt proves an unpaid balance
- D. The customer owes an invented late fee

2. Which request should Leo send?

- A. Issue a driving-safety guarantee
- B. Tell the customer the car is ready without checking
- C. Confirm collection status for job 527
- D. Add another \$70 to labor

[Answers and explanations, page 138](#)

Listen for the distinction

Read the arithmetic aloud: seventy for parts plus one hundred ten for labor equals one hundred eighty. Then read the separate readiness exchange.

Explain the arithmetic before defending the bill

A customer can question a charge without accusing anyone of dishonesty. Identify the two lines and show how they form the stated total. Then address collection separately, so a successful billing explanation does not become an accidental readiness promise.

F Say it / transfer to a new case

Explain the bill and preserve the handoff limit

Complete the customer-service exchange using the two charges and the unresolved collection status.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unconfirmed / eighty / seventy / ten

- 01 **Advisor:** The parts charge is ¹ _____ dollars.
- 02 **Customer:** The labor charge is one hundred ² _____ dollars.
- 03 **Advisor:** The two charges total one hundred ³ _____ dollars.
- 04 **Customer:** Collection readiness is still ⁴ _____.

CHECK THE GAPS

1. seventy / 2. ten / 3. eighty / 4. unconfirmed

[Why these answers fit, page 139](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The bill is ready; the vehicle status is not". Imani: "Also, I haven't told you I've paid. An invoice total isn't a payment confirmation." Leo: [missing response] Imani: "Could you check readiness separately before I make the trip?" Which response belongs in the gap?

- A.** Exactly. We have clarified the arithmetic. The next readiness check should go to the service desk for job 527, without treating the bill as proof of readiness.
- B.** We have not established payment status in this conversation. An invoice is not automatically a receipt, and I will not say a payment has been made without the relevant record.
- C.** I will match the job reference before requesting confirmation. The figures we discussed remain seventy for parts and one hundred ten for labor, totaling one hundred eighty.
- D.** Please let me check collection readiness separately. The service desk has not confirmed it yet, so I should not invite you to collect on the strength of the invoice.

[Answers and explanations, page 140](#)

A Read the situation

LESSON 08 / HANDLING A REPEAT CONCERN AND FOLLOW-UP

Acknowledge a repeat report, correct an unsupported dismissal, and arrange a specific review without promising a diagnosis or coverage.

Correct the dismissal before arranging the callback

Two days after service, customer Farah reports the same intermittent rattle. Advisor Daniel initially said, "That cannot be the same issue." The cause and warranty coverage are unknown. Service lead Nia can call at 15:00 to review the report and next arrangements. Daniel must withdraw the unsupported statement, record what Farah reports, and explain the purpose of the callback. The call is not a repair appointment or a promise of free work.

People: Farah, Customer; Daniel, Service advisor.

Read the record

Choose one answer per question using the facts above.

1. What does Farah report?

- A.** A confirmed new component fault
- B.** A written warranty decision
- C.** A continuous noise proven unrelated to service
- D.** The same intermittent rattle two days after service

2. What should Daniel correct?

- A.** The supplied callback time
- B.** Farah's right to describe the sound
- C.** An established technician diagnosis
- D.** His claim that it cannot be the same issue

3. What can Nia do at 15:00?

- A.** Receive the vehicle at an already booked repair slot
- B.** Call to review the report and next arrangements
- C.** Complete a guaranteed free repair
- D.** Confirm coverage without review

[Answers and explanations, page 141](#)

B Vocabulary in use

CORE TERMS

repeat concern

Problem reported again after an earlier visit or intervention.

acknowledge a repeat concern

service history

Record of previous vehicle visits and relevant work.

review the service history

reported recurrence

Customer account that a symptom has happened again.

preserve the reported recurrence

same symptom

Similar experienced behavior or sound, without proving the same cause.

distinguish the same symptom from the same cause

unsupported dismissal

Rejection of a report without adequate evidence.

withdraw an unsupported dismissal

apology

Statement accepting responsibility for an inappropriate response.

make a direct apology

return complaint

Customer report that brings an unresolved or recurring concern back to the business.

record the return complaint

repair record

Account of the specified work performed during a service visit.

consult the repair record

intermittent symptom

Experienced condition that occurs at intervals.

describe an intermittent symptom

underlying cause

Explanation responsible for the reported condition.

avoid assuming the underlying cause

acknowledgment

Clear recognition that the report has been heard and recorded.

give a specific acknowledgment

correction

Explicit replacement of an inaccurate statement.

put the correction on record

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

repeat concern REPEAT CONCERN

acknowledge a repeat concern

Keep the meaning precise: Problem reported again after an earlier visit or intervention.

intermittent symptom INTERMITTENT SYMPTOM

describe an intermittent symptom

Keep the meaning precise: Experienced condition that occurs at intervals.

B Precision and professional shorthand

EXTEND YOUR RANGE

service lead

Person responsible for coordinating the relevant service review.

refer the report to the service lead

review appointment

Arranged discussion or assessment, defined by its actual scope.

clarify the review appointment

warranty coverage

Protection that depends on the applicable terms and relevant facts.

check warranty coverage

coverage determination

Decision about whether stated protection applies.

avoid promising a coverage determination

no-charge work

Work supplied without a stated customer charge.

distinguish no-charge work from a review call

complaint ownership

Responsibility for handling the stated concern or communication.

clarify complaint ownership

callback

Return telephone contact arranged for a stated purpose.

confirm the callback

next arrangements

Further practical steps to be agreed after the review.

discuss next arrangements

service contract

Separate agreement describing specified services or protection.

distinguish a service contract from a warranty

goodwill offer

Discretionary concession made by a business.

avoid inventing a goodwill offer

follow-up record

Account of contacts and steps after the original service.

update the follow-up record

communication repair

Correction of a mishandled exchange through acknowledgment and accurate follow-up.

begin communication repair

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

correction CORRECTION

put the correction on record

Keep the meaning precise: Explicit replacement of an inaccurate statement.

warranty coverage WARRANTY COVERAGE

check warranty coverage

Keep the meaning precise: Protection that depends on the applicable terms and relevant facts.

Phrases that move the work forward

Acknowledge the return

You are reporting the same intermittent rattle.

Own the earlier wording

I said it could not be the same issue.

Apologize directly

I am sorry I dismissed your report.

Keep symptoms and causes separate

A similar sound does not by itself prove an identical cause.

Preserve the history

I will keep this report with the earlier service record.

Specify the time

Nia can call at 15:00.

Limit the commitment

This is not a confirmed repair appointment.

Avoid an unauthorized concession

I cannot promise no-charge work from the information available.

Preserve the timing

You noticed it again two days after service.

Withdraw the claim

I should not have made that statement.

State the uncertainty

We have not established the cause.

Avoid reversing into certainty

I cannot say the previous work definitely failed either.

Name the contact

Nia is the service lead handling the review call.

Explain the purpose

The call is to review your report and next arrangements.

Keep coverage open

Warranty coverage has not been determined.

Close with a readback

Your report is recorded, my earlier dismissal is corrected, and the review call is at 15:00.

Precision in real exchanges

Purpose: Withdraw the claim

Useful wording: I should not have made that statement.

Purpose: Apologize directly

Useful wording: I am sorry I dismissed your report.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which apology is most appropriate?

- A.** I am sorry I dismissed your report; the cause has not been established
- B.** I am sorry you failed to understand our diagnosis
- C.** The sound is impossible, but I will call you
- D.** I apologize, so the repair will definitely be free

2. Which note preserves the evidence?

- A.** Warranty claim denied after full review
- B.** Customer reports same intermittent rattle two days after service
- C.** Technician proved the original repair failed
- D.** New cause confirmed unrelated to earlier work

3. A colleague needs the term for this meaning: Account of the specified work performed during a service visit. Which term fits?

- A.** review appointment
- B.** repair record
- C.** unsupported dismissal
- D.** no-charge work

D Choose the response that fits / continued

4. Rebuild the exchange from "Correct the dismissal before arranging the callback".
Farah: "Will Nia see the earlier visit? I don't want to start again as though nobody has worked on the vehicle." **Daniel:** [missing response] **Farah:** "Does that mean you're accepting that the repair failed? I need to understand what your apology actually covers." **Which response belongs in the gap?**

- A.** I'll record a reported recurrence of the same intermittent rattle, two days after service. The cause isn't established yet.
- B.** Yes. I'll connect this report to the service history so she can review it alongside the previous record.
- C.** Nia, our service lead, can call at 15:00 to review your report and discuss the next arrangements.
- D.** I'm sorry. That was an unsupported dismissal. I had no basis to say it couldn't be the same issue.

[Answers and explanations, page 141](#)

One useful distinction

Farah reports the same rattle, not a proven identical cause. Daniel should correct his statement that the issue cannot be the same. He should not replace that dismissal with a claim that the earlier repair definitely failed.

E Conversation

Correct the dismissal before arranging the callback

Correct the dismissal before arranging the callback

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

communication repair / Warranty coverage / service lead / repeat concern /
unsupported dismissal / service history / reported recurrence / follow-up record / callback
/ underlying cause

- 01 **Farah:** The same rattle is back two days after the service. When you said that couldn't be the same issue, it sounded like you weren't listening.
- 02 **Daniel:** I'm sorry. That was an ¹ _____. I had no basis to say it couldn't be the same issue.
- 03 **Farah:** I can't tell you which part is involved. I just recognize the same intermittent sound, and I want that taken seriously.
- 04 **Daniel:** I'll record a ² _____ of the same intermittent rattle, two days after service. The cause isn't established yet.
- 05 **Farah:** Will Nia see the earlier visit? I don't want to start again as though nobody has worked on the vehicle.
- 06 **Daniel:** Yes. I'll connect this report to the ³ _____ so she can review it alongside the previous record.
- 07 **Farah:** Does that mean you're accepting that the repair failed? I need to understand what your apology actually covers.
- 08 **Daniel:** I'm correcting my response. The ⁴ _____ is still unknown, so I can't say the earlier work failed or that this concern is unrelated.
- 09 **Farah:** Fair enough. Who is actually going to follow this up, and when will I hear from them?
- 10 **Daniel:** Nia, our ⁵ _____, can call at 15:00 to review your report and discuss the next arrangements.

Conversation continues on the next page.

Correct the dismissal before arranging the callback

CONVERSATION / CONTINUED

- 11 **Farah:** Three this afternoon, by phone? I don't need to bring the car in at three?
- 12 **Daniel:** Right, it's a ⁶ _____ at three. It isn't a repair booking, a collection time, or a promise of completion.
- 13 **Farah:** I'll be available. But I do need to ask about cost: the service was only two days ago.
- 14 **Daniel:** I understand. ⁷ _____ hasn't been determined. I can't promise free work or rule coverage out from what we have.
- 15 **Farah:** Please pass that question on too. I don't want the call to end with me explaining the cost concern all over again.
- 16 **Daniel:** I'll put it in the ⁸ _____ with your report and my correction. There won't be a coverage decision recorded before one is made.
- 17 **Farah:** Could you read back the arrangement, so I know exactly what Nia will receive?
- 18 **Daniel:** Your ⁹ _____ is linked to the earlier visit: same intermittent rattle, two days later. My dismissal is withdrawn; Nia can call at 15:00 to review it.
- 19 **Farah:** Yes. I understand the call doesn't settle the cause or the cost, but at least the earlier report won't be lost.
- 20 **Daniel:** That's the start of the ¹⁰ _____. I'll pass on the complete history and coverage question, with the agreed call time and no invented outcome.

CHECK THE GAPS

1. unsupported dismissal / 2. reported recurrence / 3. service history / 4. underlying cause / 5. service lead / 6. callback / 7. Warranty coverage / 8. follow-up record / 9. repeat concern / 10. communication repair

[Why these answers fit, page 142](#)

F Check accuracy and scope

Correct the dismissal before arranging the callback

Return to the case

Two days after service, customer Farah reports the same intermittent rattle. Advisor Daniel initially said, "That cannot be the same issue." The cause and warranty coverage are unknown. Service lead Nia can call at 15:00 to review the report and next arrangements. Daniel must withdraw the unsupported statement, record what Farah reports, and explain the purpose of the callback. The call is not a repair appointment or a promise of free work.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does 15:00 refer to?

- A. The time warranty coverage automatically begins
- B. Nia's review call
- C. Completion of a free repair
- D. A confirmed collection slot

2. Which response answers the coverage question accurately?

- A. A recurrence within two days automatically guarantees free repair
- B. The apology confirms a covered failure
- C. An unknown cause means coverage has been denied
- D. Coverage needs review; the callback does not decide it

[Answers and explanations, page 144](#)

Listen for the distinction

Read the apology and next-contact exchanges aloud. Name Nia, 15:00, and the purpose of the call; retain the unresolved cause and coverage.

Correct your own statement explicitly

A calm apology is stronger when it identifies what was wrong. Withdraw the unsupported dismissal without swinging to an equally unsupported promise. Preserve the customer report, distinguish it from a confirmed cause, and make the next contact useful and specific.

F Say it / transfer to a new case

Recover the conversation accurately

Complete the follow-up readback. Keep the apology, report, contact time, and unresolved coverage distinct.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

15:00 / intermittent / dismissed / unknown

- 01 **Advisor:** I should not have ¹ _____ your report.
- 02 **Customer:** The rattle is still ² _____.
- 03 **Advisor:** Nia can call at ³ _____.
- 04 **Customer:** Warranty coverage remains ⁴ _____.

CHECK THE GAPS

1. dismissed / 2. intermittent / 3. 15:00 / 4. unknown

[Why these answers fit, page 144](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Correct the dismissal before arranging the callback".

Farah: "I'll be available. But I do need to ask about cost: the service was only two days ago." **Daniel:** [missing response] **Farah:** "Please pass that question on too. I don't want the call to end with me explaining the cost concern all over again." Which response belongs in the gap?

- A.** I'm sorry. That was an unsupported dismissal. I had no basis to say it couldn't be the same issue.
- B.** Right, it's a callback at three. It isn't a repair booking, a collection time, or a promise of completion.
- C.** I understand. Warranty coverage hasn't been determined. I can't promise free work or rule coverage out from what we have.
- D.** I'll record a reported recurrence of the same intermittent rattle, two days after service. The cause isn't established yet.

[Answers and explanations, page 145](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Clarifying the invoice and collection handoff" and "Handling a repeat concern and follow-up". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Amount billed for the listed vehicle components or materials. Which term fits?

- A. balance due
- B. service desk
- C. parts charge
- D. billing query

2. A colleague needs the term for this meaning: Explanation responsible for the reported condition. Which term fits?

- A. coverage determination
- B. service lead
- C. underlying cause
- D. repeat concern

3. Rebuild the exchange from "A code is a clue, not a replacement order". Tomas: "So a reference to a system or circuit wouldn't, by itself, prove the sensor is defective?" Ava: [missing response] Tomas: "Could you ask Jules to explain what the evidence does show? I need something more useful than just reading the code back." Which response belongs in the gap?

- A. Not from this note. It records a diagnostic trouble code, or DTC, but doesn't confirm the cause.
- B. I'll include that. It's an unsupported inference from the available note, and the clarification should address that specific misunderstanding.
- C. Correct. We haven't established a component fault. I'm explaining the note's limit, not proposing a different diagnosis.
- D. I can't see one here. The assessment note records the code, with no supplied sensor-test result or confirmed component fault.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "Correct the dismissal before arranging the callback". Farah: "Could you read back the arrangement, so I know exactly what Nia will receive?" Daniel: [missing response] Farah: "Yes. I understand the call doesn't settle the cause or the cost, but at least the earlier report won't be lost." Which response belongs in the gap?

- A.** I'll put it in the follow-up record with your report and my correction. There won't be a coverage decision recorded before one is made.
- B.** That's the start of the communication repair. I'll pass on the complete history and coverage question, with the agreed call time and no invented outcome.
- C.** I'm correcting my response. The underlying cause is still unknown, so I can't say the earlier work failed or that this concern is unrelated.
- D.** Your repeat concern is linked to the earlier visit: same intermittent rattle, two days later. My dismissal is withdrawn; Nia can call at 15:00 to review it.

[Answers and explanations, page 152](#)

Language for the next case

Read the whole tire description

nominal section width

The 205 marking is nominal section width in millimeters; it is not the tread depth, circumference, or rim diameter.

Marco: Keep the whole description. Two hundred five is the nominal section width in millimeters. It isn't the depth of the tread or the diameter of the wheel.

radial construction

R identifies radial construction in this size designation; it does not mean radius or rear position on the vehicle.

Marco: It denotes radial construction, not radius or rear position. We shouldn't drop the letter and treat the remaining numbers as a complete description.

load index

Ninety-one is an index for a load-capacity rating, not a literal ninety-one-kilogram load; the applicable rating information and vehicle requirements must be checked.

Marco: It's a load index, not a weight stated directly in kilograms. Its rating must be checked against the applicable information and the vehicle's requirements.

aspect ratio

The 55 marking expresses sidewall height as fifty-five percent of nominal section width, not as a fifty-five-millimeter height.

Marco: It's the aspect ratio: fifty-five percent of the width. On that nominal basis, zero point five five times two hundred five is one hundred twelve point seven five millimeters.

rim diameter

Sixteen denotes the compatible rim diameter in inches, not the outside diameter of the tire; the size code mixes dimension types and units.

Marco: No, it's the rim diameter. That's a different dimension from the tire's overall outside diameter. The units and the thing being measured both matter.

speed rating

V is the speed-rating symbol in the service description; it is not a recommended driving speed or proof that this tire is approved for the vehicle.

Marco: Yes, V is the speed rating symbol. It's not a recommendation to drive at that speed or proof that this tire is suitable for your vehicle.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Read the whole tire description

Fictional quotation lists 205/55 R16 91V. Read 205 as nominal section width in millimeters, 55 as sidewall-height percentage of that width, R as radial construction, and 16 as rim diameter in inches. The service description is 91V: load index plus speed rating. Vehicle fitment and pressure requirements have not been checked. This is a document discussion, not fitting or inflation guidance.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

nominal section width / rim diameter / radial construction / load index / speed rating / aspect ratio

- 01 **Alina:** Marco, the quote says two-oh-five, fifty-five, R sixteen, ninety-one V. I understand it's a tire size, but which numbers should I keep when comparing another quote?
- 02 **Marco:** Keep the whole description. Two hundred five is the ¹ _____ in millimeters. It isn't the depth of the tread or the diameter of the wheel.
- 03 **Alina:** Then fifty-five must be the sidewall height in millimeters? That's what I wrote beside it, but perhaps I've mixed a ratio with a dimension.
- 04 **Marco:** It's the ² _____: fifty-five percent of the width. On that nominal basis, zero point five five times two hundred five is one hundred twelve point seven five millimeters.
- 05 **Alina:** That arithmetic explains the proportion, but it doesn't mean somebody measured this particular tire at exactly that height. What does the R add?
- 06 **Marco:** It denotes ³ _____, not radius or rear position. We shouldn't drop the letter and treat the remaining numbers as a complete description.

Conversation / continued

- 07 **Alina:** And sixteen is in inches, even though the width was in millimeters. Is sixteen the diameter across the whole outside of the tire?
- 08 **Marco:** No, it's the ⁴ _____. That's a different dimension from the tire's overall outside diameter. The units and the thing being measured both matter.
- 09 **Alina:** Now the ninety-one. Does that mean each tire is rated to carry ninety-one kilograms, or is it a code that needs a table?
- 10 **Marco:** It's a ⁵ _____, not a weight stated directly in kilograms. Its rating must be checked against the applicable information and the vehicle's requirements.

Conversation continues on the next page.

Read the whole tire description

CONVERSATION / CONTINUED

- 11 **Alina:** So I shouldn't compare only the first three numbers and ignore ninety-one V. The final letter is another rating, not just a product series?
- 12 **Marco:** Yes, V is the ⁶ _____ symbol. It's not a recommendation to drive at that speed or proof that this tire is suitable for your vehicle.
- 13 **Alina:** The other quote lists a different service description with the same size. Can I call them identical just because two-oh-five, fifty-five, and sixteen match?
- 14 **Marco:** Not identical on that evidence. We need the complete specification and the vehicle requirements before confirming an appropriate replacement. A matching size alone doesn't settle every requirement.
- 15 **Alina:** I also see a maximum-pressure marking in a sidewall photograph. Is that the number the vehicle normally wants, regardless of its own label?
- 16 **Marco:** No. A tire's maximum marking isn't the vehicle's recommended operating pressure. The vehicle's actual placard and manufacturer information are separate references, not optional details.
- 17 **Alina:** Please don't turn this question into an order yet. I want the comparison clarified before anyone assumes the quoted tire has been approved for fitting.
- 18 **Marco:** Understood. We'll keep the quotation and fitment check distinct. This conversation explains the code; it doesn't confirm installation suitability, tire condition, or vehicle readiness.
- 19 **Alina:** I'll retain the full 205/55 R16 91V entry, with millimeter width, percentage aspect ratio, radial construction, inch rim size, and the two rating codes.
- 20 **Marco:** That's a useful readback. Send the competing full description with the vehicle reference, so the review compares actual specifications rather than a shortened version that loses important information.

CHECK THE GAPS

1. nominal section width / 2. aspect ratio / 3. radial construction / 4. rim diameter / 5. load index / 6. speed rating

[Why these answers fit, page 154](#)

Decode a second quotation

A fictional quote reads 225/45 R17 94W. Interpret the dimensional fields using the same definitions. No vehicle-fitment review has been completed; the different code is not a recommendation to substitute tires.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

225 / 45 / 17 / unapproved

- 01 **Customer:** The nominal section width is ¹ _____ millimeters.
- 02 **Advisor:** The aspect ratio is ² _____ percent.
- 03 **Customer:** The rim diameter is ³ _____ inches.
- 04 **Advisor:** Fitment remains ⁴ _____ .

CHECK THE GAPS

1. 225 / 2. 45 / 3. 17 / 4. unapproved

[Why these answers fit, page 154](#)

Keep the distinction audible

Explain a tire quotation without confusing dimensions, rating codes, and vehicle suitability.

Language for the next case

Charge added is not wall energy

state of charge

The requested increase is eighty minus twenty, or sixty percentage points, rather than a full empty-to-full charge of the sixty-kilowatt-hour usable battery.

Nadia: Start with the change in state of charge. You're adding sixty percentage points, not charging the whole usable battery from empty.

AC input limit

The compatible point offers 7.4 kW but this vehicle accepts at most 7.2 kW AC; the fictional constant-input calculation therefore uses 7.2 kW.

Nadia: The vehicle's AC input limit is the lower figure here. Under our assumptions, we use seven point two kilowatts, not the point's higher advertised capability.

charging efficiency

Ninety percent means stored energy equals 0.90 times wall energy; solve by division, and do not apply a second loss allowance.

Nadia: Exactly. The charging efficiency is stored energy divided by wall energy. Divide to find input; don't add a second allowance after the forty-kilowatt-hour result.

usable capacity

The case gives sixty kilowatt-hours of usable capacity and a linear percentage assumption; multiplying by 0.60 gives thirty-six kilowatt-hours stored.

Nadia: Right. Use the supplied usable capacity, not an unrelated gross-capacity figure from another model. The energy increase is thirty-six, not sixty or eighty kilowatt-hours.

wall energy

Thirty-six kilowatt-hours stored divided by 0.90 efficiency requires forty kilowatt-hours from the wall in the supplied model.

Nadia: No. The wall energy is thirty-six divided by zero point nine: forty kilowatt-hours. The four-kilowatt-hour difference represents the losses already included in this model.

energy charge

Forty billed kilowatt-hours at \$0.25 each gives a ten-dollar energy-only charge, excluding any other fees by the case's stated terms.

Nadia: Correct. The decimal fraction is part of an hour. The energy charge is forty times twenty-five cents, or ten dollars, under the supplied energy-only tariff.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Charge added is not wall energy

Fictional electric vehicle: usable battery 60 kWh, charge from 20 to 80 percent. For this simplified estimate, percentages map linearly to usable energy. Compatible AC point offers 7.4 kW; vehicle accepts at most 7.2 kW AC. Assume constant 7.2 kW wall input and 90 percent wall-to-stored-energy efficiency, including all losses. Energy-only tariff \$0.25/kWh; no other charges. Actual charging time is not guaranteed.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

usable capacity / charging efficiency / wall energy / AC input limit / energy charge / state of charge

- 01 **Ben:** The battery is sixty kilowatt-hours and I'm charging from twenty to eighty percent. I divided sixty by the point's seven point four kilowatts for the time.
- 02 **Nadia:** Start with the change in ¹ _____. You're adding sixty percentage points, not charging the whole usable battery from empty.
- 03 **Ben:** Sixty percent of sixty is thirty-six kilowatt-hours. That is the increase stored in the battery under this worksheet's simplified percentage assumption.
- 04 **Nadia:** Right. Use the supplied ² _____, not an unrelated gross-capacity figure from another model. The energy increase is thirty-six, not sixty or eighty kilowatt-hours.
- 05 **Ben:** The point can offer seven point four kilowatts, but the car accepts only seven point two on AC. Which one belongs in the time calculation?
- 06 **Nadia:** The vehicle's ³ _____ is the lower figure here. Under our assumptions, we use seven point two kilowatts, not the point's higher advertised capability.

Conversation / continued

- 07 **Ben:** If thirty-six is stored, is thirty-six also what the meter bills? The worksheet says ninety percent reaches stored battery energy after all losses.
- 08 **Nadia:** No. The ⁴ _____ is thirty-six divided by zero point nine: forty kilowatt-hours. The four-kilowatt-hour difference represents the losses already included in this model.
- 09 **Ben:** Then adding another ten percent to forty would count the same loss assumption twice. And thirty-six times one point one wouldn't quite give the right input either.
- 10 **Nadia:** Exactly. The ⁵ _____ is stored energy divided by wall energy. Divide to find input; don't add a second allowance after the forty-kilowatt-hour result.

Conversation continues on the next page.

Charge added is not wall energy

CONVERSATION / CONTINUED

- 11 **Ben:** Forty divided by seven point two is about five point five six hours. That's roughly five hours thirty-three minutes, not five hours fifty-six.
- 12 **Nadia:** Correct. The decimal fraction is part of an hour. The ⁶ _____ is forty times twenty-five cents, or ten dollars, under the supplied energy-only tariff.
- 13 **Ben:** Would an eleven-kilowatt AC point make this car charge proportionately faster? Its label would be higher, but the car's AC limit hasn't changed.
- 14 **Nadia:** Not in this case. The same vehicle input limit still applies. A higher point rating doesn't make the vehicle accept more than its supported AC rate.
- 15 **Ben:** And I shouldn't reuse this seven-point-two figure to describe DC fast charging as though it were the same charging path and limit.
- 16 **Nadia:** Right. DC charging has separate vehicle capability and charging behavior. This estimate is specifically for the compatible AC arrangement and assumptions supplied here.
- 17 **Ben:** Could I promise the car will be ready after exactly five hours thirty-three minutes? The real charge rate might not remain constant.
- 18 **Nadia:** Don't promise that. Battery condition, temperature, charging controls, and other constraints can change actual time. The constant-power worksheet is an estimate, not a completion booking.
- 19 **Ben:** I'll report thirty-six stored kilowatt-hours, forty from the wall, about five point five six hours at seven point two, and ten dollars energy cost.
- 20 **Nadia:** Keep the twenty-to-eighty range and ninety-percent assumption beside it. That explains the estimate without confusing power with energy, counting losses twice, or claiming a guaranteed charging result.

CHECK THE GAPS

1. state of charge / 2. usable capacity / 3. AC input limit / 4. wall energy / 5. charging efficiency / 6. energy charge

[Why these answers fit, page 156](#)

Use a different efficiency assumption

Fictional usable capacity 40 kWh; charge 25 to 75 percent on a linear usable-energy basis. Assume constant wall input 5 kW and 80 percent wall-to-stored efficiency including all losses. Energy-only rate \$0.24/kWh. No other fees or operating restrictions are modeled.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

25 / five / 20 / six

- 01 **Owner:** The increase in stored battery energy is ¹ _____ kWh.
- 02 **Advisor:** Required wall energy in the model is ² _____ kWh.
- 03 **Owner:** Modeled charging time is ³ _____ hours.
- 04 **Advisor:** The energy-only charge is ⁴ _____ dollars.

CHECK THE GAPS

1. 20 / 2. 25 / 3. five / 4. six

[Why these answers fit, page 156](#)

Keep the distinction audible

Explain an electric-vehicle charging estimate with separate battery energy, input limits, losses, and cost.

Language for the next case

Minutes of angle are not decimals

angular minutes

The marks represent sixtieths of a degree, not hundredths; six angular minutes equals 0.10 decimal degree and twelve equals 0.20.

Arun: Those are angular minutes, not decimal hundredths. Divide the minutes by sixty: six becomes zero point one zero degrees, and twelve becomes zero point two zero.

total toe

The stated range applies to the sum across the front axle, not to each wheel independently; total toe is positive 0.30 degree here.

Arun: No, it is the supplied total toe range. Each wheel and the axle total are different entries. Comparing the wrong entry could give a misleading pass statement.

camber

Camber is a separate alignment angle; the negative thirty-minute entry converts to -0.50 degree and must not be added to the toe figures.

Arun: Exactly. Keep camber separate from toe. Its negative half-degree value doesn't get added into the front total-toe calculation.

decimal degrees

Correct conversion gives 0.10 plus 0.20 = 0.30 decimal degrees; adding incorrectly copied hundredths would give a false 0.18 result.

Arun: Yes. Convert to decimal degrees consistently before using the printed decimal range. Or add six and twelve minutes, then divide the eighteen by sixty.

sign convention

The fictional report explicitly defines positive as toe-in; the plus signs must remain attached instead of being dropped or interpreted from another report's convention.

Arun: Correct. Preserve that result and the sign convention. This report defines positive as toe-in. Don't drop the signs or substitute the convention from another document.

before readings

The values are initial readings and the AFTER column is blank; a report title does not establish adjustment, final results, or completed verification.

Arun: The before readings document the initial state. With the AFTER column blank, this extract doesn't establish an adjustment or a completed result.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Minutes of angle are not decimals

Fictional BEFORE report: front left toe +0 degrees 06 minutes; right +0 degrees 12 minutes. Legend: positive means toe-in; total toe is their sum. Use 60 angular minutes = 1 degree. Supplied total-toe range is +0.10 to +0.20 decimal degrees, inclusive. Left camber is -0 degrees 30 minutes. AFTER values are blank. These invented limits are for record interpretation, not vehicle adjustment.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

camber / decimal degrees / sign convention / angular minutes / total toe /
before readings

- 01 **Rosa:** Arun, the printout says left toe zero degrees six minutes and right zero degrees twelve minutes. I copied them as zero point zero six and zero point one two.
- 02 **Arun:** Those are ¹ _____, not decimal hundredths. Divide the minutes by sixty: six becomes zero point one zero degrees, and twelve becomes zero point two zero.
- 03 **Rosa:** Then the sum is zero point three zero degrees. My copied decimals would have produced zero point one eight, which would change the comparison.
- 04 **Arun:** Yes. Convert to ² _____ consistently before using the printed decimal range. Or add six and twelve minutes, then divide the eighteen by sixty.
- 05 **Rosa:** The limits are plus zero point one zero through plus zero point two zero. Should I compare each wheel separately against that range?
- 06 **Arun:** No, it is the supplied ³ _____ range. Each wheel and the axle total are different entries. Comparing the wrong entry could give a misleading pass statement.

Conversation / continued

- 07 **Rosa:** Our total is plus zero point three zero, which exceeds the upper end by zero point one zero. I shouldn't call it within range.
- 08 **Arun:** Correct. Preserve that result and the ⁴ _____. This report defines positive as toe-in. Don't drop the signs or substitute the convention from another document.
- 09 **Rosa:** The camber entry is minus zero degrees thirty minutes. That is minus zero point five zero degrees, not minus zero point three zero.
- 10 **Arun:** Exactly. Keep ⁵ _____ separate from toe. Its negative half-degree value doesn't get added into the front total-toe calculation.

Conversation continues on the next page.

Minutes of angle are not decimals

CONVERSATION / CONTINUED

- 11 **Rosa:** The sheet title says alignment report, so I nearly told the customer the alignment was completed. But these figures sit in the BEFORE column.
- 12 **Arun:** The ⁶ _____ document the initial state. With the AFTER column blank, this extract doesn't establish an adjustment or a completed result.
- 13 **Rosa:** So the initial total is outside the specified range, and we haven't recorded a final result. I'll explain that without guessing what work was done.
- 14 **Arun:** Right. Ask for the actual completed assessment and work record. Don't fill the empty column by assuming the technician adjusted the value to the middle of the range.
- 15 **Rosa:** Another report uses millimeters for toe. Can I simply rename zero point three degrees as zero point three millimeters to match it?
- 16 **Arun:** No. An angular and a linear value aren't interchangeable. A distance-based toe figure depends on the defined reference diameter and reporting convention.
- 17 **Rosa:** Does explaining this printout establish that wheel balancing was done too? Customers sometimes use balance and alignment as though they mean the same service.
- 18 **Arun:** They are different matters. This alignment extract doesn't document balancing, and interpreting these angles doesn't diagnose every vibration, tire concern, or steering complaint.
- 19 **Rosa:** I'll retain the original minute values, show total plus zero point three zero degrees, note the supplied range, and leave the missing AFTER result explicit.
- 20 **Arun:** Good. That's a records explanation, not a setting instruction or a vehicle-safety release. The actual vehicle specification, assessment, work authorization, and final verification remain separate.

CHECK THE GAPS

1. angular minutes / 2. decimal degrees / 3. total toe / 4. sign convention / 5. camber / 6. before readings

[Why these answers fit, page 158](#)

Convert another initial report

Fictional BEFORE values: left toe +0 degrees 09 minutes and right +0 degrees 03 minutes. Positive means toe-in; total is the sum. Use 60 minutes per degree and two decimal places. The AFTER column is blank.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

0.05 / unrecorded / 0.15 / 0.20

- 01 **Advisor:** Left toe is +¹ _____ decimal degrees.
- 02 **Technician:** Right toe is +² _____ decimal degrees.
- 03 **Advisor:** Total toe is +³ _____ decimal degrees.
- 04 **Technician:** The final result is ⁴ _____ in this extract.

CHECK THE GAPS

1. 0.15 / 2. 0.05 / 3. 0.20 / 4. unrecorded

[Why these answers fit, page 158](#)

Keep the distinction audible

Read an alignment printout without confusing per-wheel values, total toe, units, and completion status.

01 / Answers and explanations

A / Read the situation

A1. Which vehicle is booked today?

D. The blue hatchback

The brief identifies the blue hatchback as the vehicle for this booking.

[Return to the exercise, page 4](#)

A2. How does Mina describe the sound?

B. An occasional rattle from the rear

The report is intermittent and located toward the rear, without a confirmed cause.

[Return to the exercise, page 4](#)

A3. What assessment has occurred?

C. None by a technician yet

No technician assessment has taken place at the point of this conversation.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which job-card wording preserves the account?

A. Customer reports occasional rear rattle after overnight parking in blue hatchback

The wording retains vehicle, attribution, sound, frequency, and reported conditions.

[Return to the exercise, page 8](#)

D2. Which question is leading?

B. Which rear component has failed?

The question assumes a failed component before any assessment has occurred.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Specified time or accumulated-distance basis for scheduled maintenance, subject to the actual vehicle schedule. Which term fits?

A. service interval

A Correct. service interval: Specified time or accumulated-distance basis for scheduled maintenance, subject to the actual vehicle schedule. The usual combination is "check the service interval".

B Not here. rear: Part or direction toward the back of the vehicle. The usual combination is "locate the sound at the rear".

C Not here. technician assessment: Relevant professional evaluation of the concern. The usual combination is "distinguish a technician assessment".

D Not here. load index: Tire rating code associated with load capacity, not a literal weight in kilograms. The usual combination is "verify the load index".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "The blue hatchback and an occasional rear rattle".

Mina: "It's an occasional rattle from the rear. I've noticed it after the car's been parked overnight." Ellis: [missing response] Mina: "Occasional is right. I can't tell you how many times, and I wouldn't say it happens every morning." Which response belongs in the gap?

C. I will record an intermittent rattle from the rear after overnight parking. In this context, intermittent means occasional rather than continuous; is that consistent with your experience?

A Not here. This line belongs to turn 4, after Mina says: "Yes, the blue hatchback. Today's concern isn't about the other car." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Mina says: "Rear is as specific as I can be. I don't know which part is making it." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Ellis's response in turn 6. It connects Mina's preceding point with Mina's follow-up. Intermittent preserves Mina's description of an occasional sound rather than a constant one.

D Not here. This line belongs to turn 8, after Mina says: "Occasional is right. I can't tell you how many times, and I wouldn't say it happens every morning." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 8](#)

E / Conversation

1. vehicle identification

Turn 2. Vehicle identification prevents this concern from being recorded against the other household car.

01 / Answers and explanations / continued

2. booking reference

Turn 4. Booking reference connects today's appointment to the selected vehicle rather than both cars.

3. intermittent

Turn 6. Intermittent preserves Mina's description of an occasional sound rather than a constant one.

4. frequency

Turn 8. Frequency is limited to occasional because Mina has not supplied a count or fixed pattern.

5. symptom description

Turn 10. Symptom description captures the experienced sound and location without requiring a component diagnosis.

6. technician assessment

Turn 12. Technician assessment has not occurred, so the concern must remain attributed to the customer.

7. reported conditions

Turn 14. Reported conditions preserve the overnight-parking circumstance without treating it as proven causation.

8. job card

Turn 16. Job card is the workshop record that should preserve the precise customer concern for assessment.

9. concern readback

Turn 18. Concern readback checks the vehicle, intermittent sound, reported conditions, and unknown cause together.

10. customer concern

Turn 20. Customer concern remains the owner's account, distinct from a later diagnosis or vehicle-safety conclusion.

[Return to the conversation, page 10](#)

01 / Answers and explanations / continued

F / Accuracy and scope

F1. What should Ellis not add?

D. A precise cause or unreported driving condition

The account contains no verified cause or additional driving conditions.

[Return to the exercise, page 12](#)

F2. Why should the vehicle be confirmed first?

B. Two cars are on the account and only one is booked

Confirming identity prevents the concern from being attached to the wrong household vehicle.

[Return to the exercise, page 12](#)

F / Guided speaking

1. hatchback

Advisor: The booked vehicle is the blue hatchback.

Turn 1. Hatchback identifies the selected household car for today's booking.

2. rattle

Customer: I report an occasional rattle.

Turn 2. Rattle is the sound Mina described, not a diagnosis.

3. rear

Advisor: You hear it from the rear.

Turn 3. Rear preserves the perceived location without naming a failed component.

4. overnight

Customer: I have noticed it after overnight parking.

Turn 4. Overnight is the reported circumstance, not a proven cause of the noise.

[Return to the conversation, page 13](#)

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The blue hatchback and an occasional rear rattle".
Mina: "Please keep after overnight parking in the note. I don't know whether that's the cause, but it's when I've noticed it." **Ellis:** [missing response] **Mina:** "Will those details reach the technician? I don't want the job card to end up saying only noisy car." **Which response belongs in the gap?**

B. Agreed. Those are reported conditions, not an established explanation. I will not add a speed, journey length, or other circumstance that you have not supplied.

A Not here. This line belongs to turn 20, after Mina says: "Thank you. That's what I wanted recorded, without making the sound seem constant." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ellis's response in turn 14. It connects Mina's preceding point with Mina's follow-up. Reported conditions preserve the overnight-parking circumstance without treating it as proven causation.

C Not here. This line belongs to turn 16, after Mina says: "Will those details reach the technician? I don't want the job card to end up saying only noisy car." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 18, after Mina says: "Yes, that readback matches. No fixed frequency, and no part identified." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 13](#)

02 / Answers and explanations

A / Read the situation

A1. What does 08:00 confirm?

C. Intake at drop-off

The booking confirms drop-off intake, not a workshop start or completion time.

[Return to the exercise, page 14](#)

A2. What can Leila promise?

C. A status update by 10:00

The supplied commitment is an update deadline rather than a finished vehicle.

[Return to the exercise, page 14](#)

A3. How does Omar prefer to receive the update?

B. By phone call

The brief explicitly identifies a phone call as the preferred method.

[Return to the exercise, page 14](#)

D / Response choices

D1. Which statement best corrects Omar's expectation?

C. Eight is drop-off intake; start and finish are not confirmed

The correction explains the actual appointment while preserving uncertainty about workshop timing.

[Return to the exercise, page 18](#)

D2. What does by 10:00 mean here?

B. The status call will be provided no later than 10:00

By establishes the latest promised communication time, not completion.

[Return to the exercise, page 18](#)

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Point when the assigned technical work begins. Which term fits?

B. workshop start

A Not here. turnaround: Time between receiving work and returning the completed item. The usual combination is "avoid promising an unverified turnaround".

B Correct. workshop start: Point when the assigned technical work begins. The usual combination is "confirm the workshop start".

C Not here. update deadline: Latest time promised for further information. The usual combination is "meet the update deadline".

D Not here. transport arrangement: Plan for the customer's travel while the vehicle is at the shop. The usual combination is "discuss a transport arrangement".

[Return to the exercise, page 18](#)

D4. Rebuild the exchange from "Eight is intake, ten is an update". Omar: "Then nine isn't confirmed either. I need to know that before I arrange the rest of my morning." Leila: [missing response] Omar: "What can you commit to today, even if you can't give me a collection time yet?" Which response belongs in the gap?

B. That is important. We do not have a confirmed completion time, so I should not repeat your nine o'clock expectation as though it were a promise from the workshop.

A Not here. This line belongs to turn 16, after Omar says: "And nothing has been agreed about a lift or other transport. I'll keep that separate." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Leila's response in turn 6. It connects Omar's preceding point with Omar's follow-up. Completion time has not been established by the intake booking or the customer's expectation.

C Not here. This line belongs to turn 2, after Omar says: "I'm dropping it off at eight. Can I wait and collect it at nine? I thought eight was when the technician would start." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Omar says: "What can you commit to today, even if you can't give me a collection time yet?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 18](#)

E / Conversation

1. drop-off

Turn 2. Drop-off identifies delivery of the vehicle, not an immediate start of technical work.

2. intake

Turn 4. Intake is the booked process of receiving the vehicle and recording the request.

02 / Answers and explanations / continued

3. completion time

Turn 6. Completion time has not been established by the intake booking or the customer's expectation.

4. status update

Turn 8. Status update is the communication Leila can promise, distinct from completed work.

5. phone preference

Turn 10. Phone preference preserves Omar's explicit choice of a telephone call rather than email.

6. update deadline

Turn 12. Update deadline is the latest promised time for the call, not an exact repair completion time.

7. waiting appointment

Turn 14. Waiting appointment would need its own stated arrangement and cannot be inferred from this intake booking.

8. collection time

Turn 16. Collection time needs actual readiness confirmation and is not established by the update deadline.

9. contact method

Turn 18. Contact method records how the promised update should reach Omar.

10. commitment readback

Turn 20. Commitment readback preserves the actual intake and call promises without inventing workshop timing.

[Return to the conversation, page 20](#)

F / Accuracy and scope

F1. Which detail belongs in the contact notes?

B. Phone call preferred

The notes should preserve the explicitly stated phone preference.

[Return to the exercise, page 22](#)

F2. Which promise exceeds Leila's stated authority?

C. The car will definitely be ready by 09:00

No completion guarantee is supplied, so a nine o'clock promise is unsupported.

[Return to the exercise, page 22](#)

02 / Answers and explanations / continued

F / Guided speaking

1. 08:00

Advisor: Drop-off intake is booked for 08:00.

Turn 1. Eight o'clock belongs to intake rather than a confirmed technician start.

2. phone

Customer: I prefer a phone call.

Turn 2. Phone is the contact method explicitly requested by the customer.

3. 10:00

Advisor: The status update will be provided by 10:00.

Turn 3. Ten is the latest promised update time, not the completion deadline.

4. unconfirmed

Customer: The finish time remains unconfirmed.

Turn 4. No workshop duration or completion time is established by the booking.

[Return to the conversation, page 23](#)

F / Rebuild the exchange

1. Rebuild the exchange from "Eight is intake, ten is an update". Omar: "So I shouldn't tell someone I'm booked to wait here while it's done." Leila: [missing response] Omar: "And nothing has been agreed about a lift or other transport. I'll keep that separate." Which response belongs in the gap?

C. Correct. A waiting appointment is not confirmed here. We should not add that assumption merely because you initially hoped to stay for an hour.

A Not here. This line belongs to turn 4, after Omar says: "I see. I had treated the drop-off time as the start of the work." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Omar says: "Phone is best. Please keep that with the update deadline." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Leila's response in turn 14. It connects Omar's preceding point with Omar's follow-up. Waiting appointment would need its own stated arrangement and cannot be inferred from this intake booking.

D Not here. This line belongs to turn 18, after Omar says: "Could you read back what is actually booked, without the nine o'clock assumption?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 23](#)

03 / Answers and explanations

A / Read the situation

A1. What does the \$95 cover in this booking?

D. Assessment only

The stated fictional terms cover assessment and explicitly exclude repair.

[Return to the exercise, page 26](#)

A2. What does Hana intend by go ahead?

B. Permission for the assessment only

The customer intends the limited assessment described in the brief.

[Return to the exercise, page 26](#)

A3. What must happen with a later repair proposal?

A. It needs separate approval

The supplied process requires a separate decision on any later repair proposal.

[Return to the exercise, page 26](#)

D / Response choices

D1. Which readback is most accurate?

B. You authorize the \$95 assessment only; repair needs separate approval

The readback includes the stated service, amount, and authorization boundary.

[Return to the exercise, page 30](#)

D2. What should Dev avoid promising?

D. A particular diagnostic result or unpriced repair

The brief supplies neither a guaranteed outcome nor a repair price.

[Return to the exercise, page 30](#)

03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Defined corrective work proposed or authorized. Which term fits?

B. repair scope

A Not here. stated terms: Conditions explicitly supplied for the booking or service. The usual combination is "follow the stated terms".

B Correct. repair scope: Defined corrective work proposed or authorized. The usual combination is "separate the repair scope".

C Not here. separate approval: New permission for work outside the current authorization. The usual combination is "obtain separate approval".

D Not here. approval record: Documentation of the permission actually given. The usual combination is "update the approval record".

[Return to the exercise, page 30](#)

D4. Rebuild the exchange from "Go ahead with the assessment only". Hana: "Is ninety-five a deposit against a repair, then? I had understood it as a charge for finding out what's wrong." Dev: [missing response] Hana: "And if the assessment doesn't identify one definite faulty part, does that mean you haven't done what I've paid for?" Which response belongs in the gap?

D. Here it's the assessment fee for the evaluation, not a repair allowance. We haven't agreed any later repair price.

A Not here. This line belongs to turn 2, after Hana says: "Go ahead with the ninety-five dollars. But before you put that through, is that just looking at the problem, or does it include fixing it?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Hana says: "Then please don't put just customer says go ahead. Someone else could read that as permission to fit whatever part they find." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Hana says: "Even a replacement that seems obvious to the technician? I don't want obvious to become already ordered on my behalf." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Dev's response in turn 6. It connects Hana's preceding point with Hana's follow-up. Assessment fee is the stated \$95 charge for the defined evaluation service.

[Return to the exercise, page 30](#)

E / Conversation

1. assessment scope

Turn 2. Assessment scope defines the evaluation Hana is approving, separate from corrective work.

03 / Answers and explanations / continued

2. approval limit

Turn 4. Approval limit preserves Hana's permission for assessment without extending it to unspecified repairs.

3. assessment fee

Turn 6. Assessment fee is the stated \$95 charge for the defined evaluation service.

4. diagnostic outcome

Turn 8. Diagnostic outcome is not guaranteed by the stated assessment fee or authorization.

5. repair proposal

Turn 10. Repair proposal describes later corrective work and must be presented for a distinct customer decision.

6. component replacement

Turn 12. Component replacement is corrective work outside the present assessment-only authorization.

7. separate approval

Turn 14. Separate approval is required for any later repair outside the current assessment scope.

8. scope readback

Turn 16. Scope readback repeats the service, price, and exclusion so Hana can confirm the actual agreement.

9. customer consent

Turn 18. Customer consent applies to the specific assessment and stated terms, not to future unpriced work.

10. approval record

Turn 20. Approval record documents the present limited permission so the workshop and later advisor receive the same instruction.

[Return to the conversation, page 32](#)

03 / Answers and explanations / continued

F / Accuracy and scope

F1. What makes the original go ahead ambiguous?

A. It does not itself state the exact approved scope

A short approval phrase needs the agreed service and limit attached.

[Return to the exercise, page 34](#)

F2. Which item belongs in the approval record?

B. Assessment only, \$95, with repair excluded

The record should preserve the permission actually given under the stated terms.

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F / Guided speaking

1. 95

Advisor: The authorized charge is 95 dollars.

Turn 1. Ninety-five dollars is the stated price of the assessment service.

2. assessment

Customer: I approve the assessment only.

Turn 2. Assessment is the specific service Hana intends to authorize.

3. repair

Advisor: No repair is included or approved.

Turn 3. Repair falls outside the current assessment-only agreement and stated charge.

4. separate

Customer: Any later proposal needs separate approval.

Turn 4. Separate approval preserves a distinct decision for any later repair proposal.

[Return to the conversation, page 35](#)

03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Go ahead with the assessment only". Hana: "Can you make that visible to the next advisor? I may not speak to you when the assessment comes back." Dev: [missing response] Hana: "Please read that line to me before we finish. I'd like the price and the limit together." Which response belongs in the gap?

C. Yes. The note will require separate approval for any repair, so the handover doesn't depend on someone remembering this conversation.

A Not here. This line belongs to turn 6, after Hana says: "Is ninety-five a deposit against a repair, then? I had understood it as a charge for finding out what's wrong." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Hana says: "Go ahead with the ninety-five dollars. But before you put that through, is that just looking at the problem, or does it include fixing it?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Dev's response in turn 14. It connects Hana's preceding point with Hana's follow-up. Separate approval is required for any later repair outside the current assessment scope.

D Not here. This line belongs to turn 4, after Hana says: "Then please don't put just customer says go ahead. Someone else could read that as permission to fit whatever part they find." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 35](#)

04 / Answers and explanations

A / Read the situation

A1. Which job is being handed over?

A. Job card 208

The brief identifies 208 as the record for this internal handoff.

[Return to the exercise, page 36](#)

A2. What is the authorization?

B. Assessment only

The customer has approved only assessment, not unspecified corrective work.

[Return to the exercise, page 36](#)

A3. What contact arrangement is supplied?

D. Phone call after 14:00; unavailable 12:00-14:00

The brief states both the unavailable interval and the preferred later phone contact.

[Return to the exercise, page 36](#)

D / Response choices

D1. Which handoff preserves all critical facts?

D. Job 208: intermittent cabin rattle after overnight parking; assessment only; not reproduced; phone after 14:00

The full handoff retains identifier, concern, condition, permission, status, and contact arrangement.

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D2. What does not reproduced mean here?

C. Arun has not observed the reported concern during assessment

Non-reproduction describes the technician's observation limit, not the truth of the customer's history.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Occasional repeated light knocking or vibrating sound. Which term fits?

D. intermittent rattle

A Not here. repair authorization: Permission for specified corrective work. The usual combination is "distinguish repair authorization".

B Not here. authorization boundary: Limit of work for which permission has been given. The usual combination is "state the authorization boundary".

C Not here. diagnostic hypothesis: Possible explanation requiring relevant investigation. The usual combination is "distinguish a diagnostic hypothesis".

D Correct. intermittent rattle: Occasional repeated light knocking or vibrating sound. The usual combination is "retain the intermittent rattle description".

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D4. Rebuild the exchange from "Job 208: keep the concern and contact limits together". Rosa: "Then I shouldn't tell them nothing is wrong. They were quite clear that it doesn't happen every time." Arun: [missing response] Rosa: "Have you done any repair work? The customer approved assessment only, and that's what I have on the desk record." Which response belongs in the gap?

A. Correct. Non-reproduction means I haven't observed it in this assessment. It doesn't prove the sound never occurs or that we've repaired it.

A Correct. This is Arun's response in turn 6. It connects Rosa's preceding point with Rosa's follow-up. Non-reproduction is a limited assessment result and does not prove the reported intermittent condition never occurs.

B Not here. This line belongs to turn 18, after Rosa says: "Give me the whole handoff once, please, so I can check it against the desk entry." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Rosa says: "Have you done any repair work? The customer approved assessment only, and that's what I have on the desk record." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Rosa says: "The note currently says contact later. Can you include phone? An email wouldn't match their preference." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 40](#)

E / Conversation

1. job identifier

Turn 2. Job identifier anchors the handoff to record 208 rather than another workshop job.

04 / Answers and explanations / continued

2. customer-reported

Turn 4. Customer-reported attributes the intermittent rattle to the owner's account rather than a verified technician finding.

3. Non-reproduction

Turn 6. Non-reproduction is a limited assessment result and does not prove the reported intermittent condition never occurs.

4. authorization boundary

Turn 8. Authorization boundary limits the approved work to assessment rather than corrective action.

5. unavailable interval

Turn 10. Unavailable interval is the stated 12:00-14:00 period that must remain in the contact notes.

6. contact window

Turn 12. Contact window begins after 14:00 but is not an exact appointment at 14:00.

7. preferred channel

Turn 14. Preferred channel is a telephone call, which must not be replaced with an assumed email update.

8. Repair authorization

Turn 16. Repair authorization is absent and is not created by difficulty contacting the customer.

9. confirmed cause

Turn 18. Confirmed cause has not been established, so it must not appear as an assumed diagnosis in the readback.

10. handoff readback

Turn 20. Handoff readback checks the complete transfer of technical and communication facts between colleagues.

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F / Accuracy and scope

F1. When should the preferred phone contact occur?

C. After 14:00, outside the stated unavailable interval

The supplied preference is a phone call after the unavailable interval ends.

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04 / Answers and explanations / continued

F2. What changes the approval limit during customer unavailability?

D. Nothing in these facts

The assessment-only authorization remains unchanged by the customer's contact restriction.

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F / Guided speaking

1. 208

Advisor: This is job card 208.

Turn 1. The handoff concerns record 208, not another service job.

2. assessment

Technician: The approval covers assessment only.

Turn 2. Assessment is the stated authorization and does not include repair.

3. 14:00

Advisor: The customer is unavailable from 12:00 to 14:00.

Turn 3. Fourteen hundred is the end of the supplied unavailable interval.

4. phone

Technician: They prefer a phone call afterward.

Turn 4. Phone preserves the requested contact method after the unavailable period.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Job 208: keep the concern and contact limits together". Rosa: "The note currently says contact later. Can you include phone? An email wouldn't match their preference." Arun: [missing response] Rosa: "And if we can't reach them, assessment-only still applies. I don't want silence treated as a yes to repair." Which response belongs in the gap?

A. Yes, phone is the preferred channel. I'll include both the method and the after-two window in the return note.

A Correct. This is Arun's response in turn 14. It connects Rosa's preceding point with Rosa's follow-up. Preferred channel is a telephone call, which must not be replaced with an assumed email update.

B Not here. This line belongs to turn 8, after Rosa says: "Have you done any repair work? The customer approved assessment only, and that's what I have on the desk record." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Rosa says: "That's the customer's description. Did you reproduce it, or is that still open?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Rosa says: "They asked for a phone call after two. I haven't promised a call at two exactly." It addresses that point, not the missing turn in the supplied exchange.

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05 / Answers and explanations

A / Read the situation

A1. What is the part's current status?

D. On back order with shipment unconfirmed

The part is back-ordered, and no shipment confirmation has been supplied.

[Return to the exercise, page 48](#)

A2. What does Tuesday represent?

C. The supplier's estimated arrival

Tuesday is a provisional supply estimate rather than a workshop or collection commitment.

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A3. What does Nia promise?

C. A supply-status update Monday afternoon

Nia commits to an update, not to a supply outcome or completed repair.

[Return to the exercise, page 48](#)

D / Response choices

D1. Which statement preserves the supplier information?

A. Arrival is estimated for Tuesday, with shipment unconfirmed

The estimate is provisional and does not establish shipment or collection.

[Return to the exercise, page 52](#)

D2. Why can Nia not promise Tuesday pickup?

C. Supply, technician scheduling, and completion are not confirmed

The necessary supply and workshop stages remain unresolved in the brief.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Evidence that goods have been dispatched under the stated arrangement. Which term fits?

B. shipment confirmation

A Not here. delay notice: Communication explaining a change or uncertainty in timing. The usual combination is "give a delay notice".

B Correct. shipment confirmation: Evidence that goods have been dispatched under the stated arrangement. The usual combination is "await shipment confirmation".

C Not here. part allocation: Assignment of available stock to a particular order or job. The usual combination is "verify part allocation".

D Not here. pickup request: Customer preference for collecting the vehicle at a stated time. The usual combination is "record the pickup request".

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D4. Rebuild the exchange from "Tuesday arrival is not Tuesday collection". Ben: "Even if it arrives then, does that automatically put my vehicle into the workshop on Tuesday?" Nia: [missing response] Ben: "Tuesday pickup is what I'd like, but I understand you haven't accepted it as a booking." Which response belongs in the gap?

A. No. Workshop scheduling is not confirmed either. Part arrival, the work slot, and completion are distinct stages; the supply estimate does not establish all of them.

A Correct. This is Nia's response in turn 6. It connects Ben's preceding point with Ben's follow-up. Workshop scheduling remains unconfirmed and is a separate stage from the supplier's estimated arrival.

B Not here. This line belongs to turn 2, after Ben says: "I was told Tuesday for the part on job 315. Can I arrange to collect the vehicle that afternoon?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Ben says: "All right. I'll expect your Monday-afternoon update, with collection still unconfirmed." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Ben says: "Monday afternoon for the supply update. That doesn't mean the part will have shipped by then." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 52](#)

E / Conversation

1. back order

Turn 2. Back order is the current supply status; the part is not confirmed as immediately available.

05 / Answers and explanations / continued

2. shipment confirmation

Turn 4. Shipment confirmation is absent, so an actual dispatch must not be implied.

3. Workshop scheduling

Turn 6. Workshop scheduling remains unconfirmed and is a separate stage from the supplier's estimated arrival.

4. pickup request

Turn 8. Pickup request records Ben's preference for Tuesday without making it an accepted collection commitment.

5. supply-status update

Turn 10. Supply-status update is the Monday-afternoon communication Nia actually promises.

6. progress checkpoint

Turn 12. Progress checkpoint identifies an agreed communication point, not a shipment or completion guarantee.

7. collection commitment

Turn 14. Collection commitment requires actual readiness arrangements and is not established by a supplier estimate.

8. order status

Turn 16. Order status records the supply position for the specific job rather than a general parts conversation.

9. estimated arrival

Turn 18. Estimated arrival is the supplier's provisional Tuesday date, not a confirmed delivery or finished vehicle.

10. completion confirmation

Turn 20. Completion confirmation is the later verified status needed before a collection promise can be made.

[Return to the conversation, page 54](#)

05 / Answers and explanations / continued

F / Accuracy and scope

F1. What should Nia promise in this case?

A. A supply-status update Monday afternoon

The supplied commitment is a status update at the stated time.

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F2. What does Ben's request establish?

D. His preferred collection date, not an accepted promise

A requested pickup date must remain distinct from a confirmed collection commitment.

[Return to the exercise, page 56](#)

F / Guided speaking

1. order

Clerk: The part is on back order.

Turn 1. Back order is the current supply status for the required part.

2. Tuesday

Customer: The supplier estimates arrival on Tuesday.

Turn 2. Tuesday is an estimated arrival date, not a confirmed collection appointment.

3. confirmed

Clerk: Shipment has not been confirmed.

Turn 3. Shipment remains unverified despite the supplier's estimated arrival date.

4. afternoon

Customer: The supply update is promised Monday afternoon.

Turn 4. Monday afternoon is the stated communication commitment rather than a guaranteed delivery.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Tuesday arrival is not Tuesday collection". Ben: "Please don't change the collection request to confirmed in the notes. I need a real finish time before arranging transport." Nia: [missing response] Ben: "Can you keep job 315 on the parts query, so the next advisor sees the same order?" Which response belongs in the gap?

D. A collection commitment needs the relevant completion and handover confirmation. We do not yet have that, and I would not want your travel plans built on an unsupported promise.

A Not here. This line belongs to turn 2, after Ben says: "I was told Tuesday for the part on job 315. Can I arrange to collect the vehicle that afternoon?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Ben says: "When will you check again and contact me? I'd rather have a clear update than keep calling." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Ben says: "So Tuesday is the supplier's estimate, and you don't have a shipment confirmation yet?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Nia's response in turn 14. It connects Ben's preceding point with Ben's follow-up. Collection commitment requires actual readiness arrangements and is not established by a supplier estimate.

[Return to the exercise, page 57](#)

06 / Answers and explanations

A / Read the situation

A1. What does the note record?

C. A diagnostic trouble code

The technician note records a code without confirming the cause or component fault.

[Return to the exercise, page 58](#)

A2. What has Tomas assumed?

D. The sensor must need replacement

Tomas has treated the code as proof of a specific replacement need.

[Return to the exercise, page 58](#)

A3. What should Ava request next?

D. A clearer technician explanation

The missing explanation must come from the technician rather than the advisor's guess.

[Return to the exercise, page 58](#)

D / Response choices

D1. Which explanation is accurate?

B. A code is recorded, but the cause is not confirmed

The available note records information without establishing a confirmed cause.

[Return to the exercise, page 62](#)

D2. Which abbreviation is correctly expanded?

D. DTC: diagnostic trouble code

Diagnostic trouble code is the stated full term for DTC.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Electronic unit managing specified vehicle functions. Which term fits?

B. control module

A Not here. component fault: Established problem attributed to a particular part. The usual combination is "avoid inventing a component fault".

B Correct. control module: Electronic unit managing specified vehicle functions. The usual combination is "identify the control module".

C Not here. interpretation: Explanation of what information means in context. The usual combination is "separate a record from its interpretation".

D Not here. stored code: Code retained in diagnostic memory. The usual combination is "identify a stored code".

[Return to the exercise, page 62](#)

D4. Rebuild the exchange from "A code is a clue, not a replacement order". Tomas: "Did Jules test that sensor, then? Perhaps there's another result missing from the message I received." Ava: [missing response] Tomas: "That's the part I'm struggling with. I've got technical information, but I still don't know what you've actually established." Which response belongs in the gap?

C. I can't see one here. The assessment note records the code, with no supplied sensor-test result or confirmed component fault.

A Not here. This line belongs to turn 12, after Tomas says: "Could you ask Jules to explain what the evidence does show? I need something more useful than just reading the code back." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Tomas says: "That's the part I'm struggling with. I've got technical information, but I still don't know what you've actually established." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Ava's response in turn 6. It connects Tomas's preceding point with Tomas's follow-up. Assessment note is the available technician record, which contains no supplied sensor-test result.

D Not here. This line belongs to turn 4, after Tomas says: "I thought a code was basically the name of the part you needed. Otherwise, what is it telling us?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 62](#)

E / Conversation

1. diagnostic trouble code

Turn 2. Diagnostic trouble code is the recorded information, not proof that a particular sensor needs replacement.

06 / Answers and explanations / continued

2. replacement decision

Turn 4. Replacement decision requires support beyond treating the recorded code as a parts-order instruction.

3. assessment note

Turn 6. Assessment note is the available technician record, which contains no supplied sensor-test result.

4. finding

Turn 8. Finding here is limited to the recorded code, not a completed diagnosis or readiness conclusion.

5. component fault

Turn 10. Component fault would attribute an established problem to a particular part, which this note does not do.

6. technician clarification

Turn 12. Technician clarification asks Jules to explain the available evidence rather than having Ava supply a guess.

7. repair authorization

Turn 14. Repair authorization has not been given merely because Tomas asked whether a sensor needs replacement.

8. plain-language explanation

Turn 16. Plain-language explanation makes the note understandable without adding a vehicle-readiness or safety claim.

9. unsupported inference

Turn 18. Unsupported inference identifies the leap from a code to proven sensor failure without dismissing the customer's question.

10. interpretation

Turn 20. Interpretation explains the significance and limits of the information without inventing a diagnosis or approval.

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06 / Answers and explanations / continued

F / Accuracy and scope

F1. Which sentence invents evidence?

C. Jules tested the sensor and proved it faulty

No sensor-test result or confirmed component fault appears in the supplied facts.

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F2. Which handoff respects the approval limit?

B. Request clarification before any separate repair proposal

Clarification is needed, and no replacement authorization has been given.

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F / Guided speaking

1. code

Advisor: DTC means diagnostic trouble code.

Turn 1. Code completes the correct full form of the diagnostic abbreviation.

2. confirmed

Customer: The cause has not been confirmed.

Turn 2. Confirmed is the missing evidential status in the technician note.

3. clarification

Advisor: I will request technician clarification.

Turn 3. Clarification is the next action needed to explain the limited finding.

4. approved

Customer: No replacement has been approved.

Turn 4. Approved distinguishes permission from a customer question about the sensor.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A code is a clue, not a replacement order". Tomas: "Also, my question about a new sensor wasn't a request to buy one. Please don't treat it as an order." Ava: [missing response] Tomas: "Can I collect the vehicle while that explanation is being sorted out? Or has nobody confirmed that either?" Which response belongs in the gap?

B. Understood. No repair authorization has been given. I'll record your question as a request for explanation, not permission to order or fit a part.

A Not here. This line belongs to turn 4, after Tomas says: "I thought a code was basically the name of the part you needed. Otherwise, what is it telling us?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ava's response in turn 14. It connects Tomas's preceding point with Tomas's follow-up. Repair authorization has not been given merely because Tomas asked whether a sensor needs replacement.

C Not here. This line belongs to turn 16, after Tomas says: "Can I collect the vehicle while that explanation is being sorted out? Or has nobody confirmed that either?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Tomas says: "All right: code recorded, cause unconfirmed, no replacement approved. I need Jules's explanation, not a parts order." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 67](#)

07 / Answers and explanations

A / Read the situation

A1. What is the stated invoice total?

A. \$180

The supplied invoice contains \$70 parts plus \$110 labor, totaling \$180.

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A2. What has Imani misunderstood?

B. She thinks another \$70 parts charge is included in labor

Her concern is an apparent extra parts charge within the labor line.

[Return to the exercise, page 70](#)

A3. What remains unconfirmed?

A. Vehicle readiness

The service desk has not yet supplied vehicle-readiness confirmation.

[Return to the exercise, page 70](#)

D / Response choices

D1. Which explanation resolves the billing query?

A. \$70 parts plus \$110 labor gives the \$180 total

The supplied bill contains two charges whose sum is exactly \$180.

[Return to the exercise, page 74](#)

D2. Which statement wrongly infers readiness?

A. The invoice exists, so come and collect now

Invoice creation does not establish the vehicle's collection status.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Amount billed for the stated work rather than the parts. Which term fits?

C. labor charge

A Not here. payment status: Record of whether and how an amount has been paid. The usual combination is "check payment status".

B Not here. arithmetic: Calculation of the amounts involved. The usual combination is "check the arithmetic".

C Correct. labor charge: Amount billed for the stated work rather than the parts. The usual combination is "explain the labor charge".

D Not here. handover confirmation: Verified information that the agreed transfer can proceed. The usual combination is "obtain handover confirmation".

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D4. Rebuild the exchange from "The bill is ready; the vehicle status is not". Imani: "Could you point out the total separately from the two charges? That's where I went wrong." Leo: [missing response] Imani: "I'm asking about the calculation, not a discount. The same parts charge should appear only once in the sum." Which response belongs in the gap?

A. I understand the billing query. The layout led you to ask whether parts were being charged twice. Here, the two lines represent parts and labor separately.

A Correct. This is Leo's response in turn 6. It connects Imani's preceding point with Imani's follow-up. Billing query names Imani's request to understand the apparent extra charge without assuming an accusation.

B Not here. This line belongs to turn 12, after Imani says: "Please leave the itemized charges as they are. It was my addition that needed correcting." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Imani says: "The invoice for 527 says seventy for parts and a hundred ten for labor. I added seventy to the total and got two hundred fifty." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Imani says: "So the bill is seventy plus a hundred ten, total a hundred eighty; collection still needs confirmation." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. itemized bill

Turn 2. Itemized bill separates the parts and labor entries so their amounts can be explained individually.

07 / Answers and explanations / continued

2. invoice total

Turn 4. Invoice total is \$180 because the two stated charges are \$70 and \$110.

3. billing query

Turn 6. Billing query names Imani's request to understand the apparent extra charge without assuming an accusation.

4. parts charge

Turn 8. Parts charge is the \$70 entry, distinct from the \$110 labor entry.

5. collection readiness

Turn 10. Collection readiness has not been confirmed merely because the invoice was issued.

6. billing record

Turn 12. Billing record explains the charges but is not the missing vehicle-handover confirmation.

7. payment status

Turn 14. Payment status is not supplied, so Leo must not infer that the invoice has been paid.

8. readiness check

Turn 16. Readiness check asks the service desk to verify the unresolved collection position.

9. job reference

Turn 18. Job reference connects the collection inquiry and billing conversation to the same service job.

10. handover confirmation

Turn 20. Handover confirmation is the missing readiness information needed before collection arrangements are treated as settled.

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F / Accuracy and scope

F1. What can Leo say about payment?

A. The supplied facts do not establish payment status

No payment or receipt information is included in the supplied facts.

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07 / Answers and explanations / continued

F2. Which request should Leo send?

C. Confirm collection status for job 527

The service desk must verify readiness independently of the invoice explanation.

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F / Guided speaking

1. seventy

Advisor: The parts charge is seventy dollars.

Turn 1. Seventy is the supplied parts entry, not an additional charge within labor.

2. ten

Customer: The labor charge is one hundred ten dollars.

Turn 2. Ten completes the stated labor amount of one hundred ten dollars.

3. eighty

Advisor: The two charges total one hundred eighty dollars.

Turn 3. Eighty completes the correct sum of seventy and one hundred ten dollars.

4. unconfirmed

Customer: Collection readiness is still unconfirmed.

Turn 4. Unconfirmed preserves the missing service-desk status despite the issued invoice.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The bill is ready; the vehicle status is not". Imani: "Also, I haven't told you I've paid. An invoice total isn't a payment confirmation." Leo: [missing response] Imani: "Could you check readiness separately before I make the trip?" Which response belongs in the gap?

B. We have not established payment status in this conversation. An invoice is not automatically a receipt, and I will not say a payment has been made without the relevant record.

A Not here. This line belongs to turn 16, after Imani says: "Could you check readiness separately before I make the trip?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Leo's response in turn 14. It connects Imani's preceding point with Imani's follow-up. Payment status is not supplied, so Leo must not infer that the invoice has been paid.

C Not here. This line belongs to turn 18, after Imani says: "Use job 527 for that check, please. I want the readiness message linked to the same vehicle record." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Imani says: "Does having the invoice mean I can come and collect the vehicle now?" It addresses that point, not the missing turn in the supplied exchange.

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08 / Answers and explanations

A / Read the situation

A1. What does Farah report?

D. The same intermittent rattle two days after service

The brief gives a repeat customer report, not a technical conclusion about its cause.

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A2. What should Daniel correct?

D. His claim that it cannot be the same issue

The initial dismissal was unsupported because the cause remains unknown.

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A3. What can Nia do at 15:00?

B. Call to review the report and next arrangements

The stated commitment is a review call rather than a repair or coverage guarantee.

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D / Response choices

D1. Which apology is most appropriate?

A. I am sorry I dismissed your report; the cause has not been established

The response owns the unsupported dismissal without inventing a diagnosis or remedy.

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D2. Which note preserves the evidence?

B. Customer reports same intermittent rattle two days after service

The note retains timing and attribution without adding an unestablished technical conclusion.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Account of the specified work performed during a service visit. Which term fits?

B. repair record

A Not here. review appointment: Arranged discussion or assessment, defined by its actual scope. The usual combination is "clarify the review appointment".

B Correct. repair record: Account of the specified work performed during a service visit. The usual combination is "consult the repair record".

C Not here. unsupported dismissal: Rejection of a report without adequate evidence. The usual combination is "withdraw an unsupported dismissal".

D Not here. no-charge work: Work supplied without a stated customer charge. The usual combination is "distinguish no-charge work from a review call".

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D4. Rebuild the exchange from "Correct the dismissal before arranging the callback". Farah: "Will Nia see the earlier visit? I don't want to start again as though nobody has worked on the vehicle." Daniel: [missing response] Farah: "Does that mean you're accepting that the repair failed? I need to understand what your apology actually covers." Which response belongs in the gap?

B. Yes. I'll connect this report to the service history so she can review it alongside the previous record.

A Not here. This line belongs to turn 4, after Farah says: "I can't tell you which part is involved. I just recognize the same intermittent sound, and I want that taken seriously." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Daniel's response in turn 6. It connects Farah's preceding point with Farah's follow-up. Service history keeps the earlier visit available during review of the repeat report.

C Not here. This line belongs to turn 10, after Farah says: "Fair enough. Who is actually going to follow this up, and when will I hear from them?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Farah says: "The same rattle is back two days after the service. When you said that couldn't be the same issue, it sounded like you weren't listening." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. unsupported dismissal

Turn 2. Unsupported dismissal describes Daniel's rejection of the report without an established cause.

08 / Answers and explanations / continued

2. reported recurrence

Turn 4. Reported recurrence preserves Farah's account without turning it into a confirmed technical diagnosis.

3. service history

Turn 6. Service history keeps the earlier visit available during review of the repeat report.

4. underlying cause

Turn 8. Underlying cause remains unknown even after Daniel corrects his inappropriate response.

5. service lead

Turn 10. Service lead identifies the named person who can review the report and discuss next arrangements.

6. callback

Turn 12. Callback is the promised telephone review, not a vehicle drop-off or repair appointment.

7. Warranty coverage

Turn 14. Warranty coverage is unresolved and must not be promised or denied without the relevant review.

8. follow-up record

Turn 16. Follow-up record carries the repeat concern, earlier correction, and coverage question into the next conversation.

9. repeat concern

Turn 18. Repeat concern is the same intermittent rattle reported again two days after the earlier service.

10. communication repair

Turn 20. Communication repair corrects the mishandled response while keeping diagnosis, coverage, and later arrangements unresolved.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. What does 15:00 refer to?

B. Nia's review call

The brief identifies 15:00 as the time of the service lead's call.

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F2. Which response answers the coverage question accurately?

D. Coverage needs review; the callback does not decide it

Neither the cause nor coverage has been determined; a callback and an apology do not establish either.

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F / Guided speaking

1. dismissed

Advisor: I should not have dismissed your report.

Turn 1. Dismissed identifies the unsupported response that Daniel must explicitly correct.

2. intermittent

Customer: The rattle is still intermittent.

Turn 2. Intermittent preserves the reported pattern instead of changing it to a constant sound.

3. 15:00

Advisor: Nia can call at 15:00.

Turn 3. 15:00 is the stated review-call time, not a repair completion time.

4. unknown

Customer: Warranty coverage remains unknown.

Turn 4. Unknown preserves the unresolved coverage position without promising or denying protection.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Correct the dismissal before arranging the callback".

Farah: "I'll be available. But I do need to ask about cost: the service was only two days ago." **Daniel:** [missing response] **Farah:** "Please pass that question on too. I don't want the call to end with me explaining the cost concern all over again." Which response belongs in the gap?

C. I understand. Warranty coverage hasn't been determined. I can't promise free work or rule coverage out from what we have.

A Not here. This line belongs to turn 2, after Farah says: "The same rattle is back two days after the service. When you said that couldn't be the same issue, it sounded like you weren't listening." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Farah says: "Three this afternoon, by phone? I don't need to bring the car in at three?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Daniel's response in turn 14. It connects Farah's preceding point with Farah's follow-up. Warranty coverage is unresolved and must not be promised or denied without the relevant review.

D Not here. This line belongs to turn 4, after Farah says: "I can't tell you which part is involved. I just recognize the same intermittent sound, and I want that taken seriously." It addresses that point, not the missing turn in the supplied exchange.

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Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Information establishing which vehicle a record concerns. Which term fits?

B. vehicle identification

A Not here. symptom description: Account of the experienced sound, behavior, or condition. The usual combination is "retain the symptom description".

B Correct. vehicle identification: Information establishing which vehicle a record concerns. The usual combination is "confirm vehicle identification".

C Not here. vehicle identification number: Unique vehicle identifier commonly abbreviated VIN. The usual combination is "confirm the vehicle identification number".

D Not here. rattle: Repeated light knocking or vibrating sound. The usual combination is "describe the reported rattle".

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2. A colleague needs the term for this meaning: Communication reporting the current position of the work. Which term fits?

D. status update

A Not here. booking terms: Stated conditions defining what an appointment includes. The usual combination is "clarify the booking terms".

B Not here. confirmed finish: Completion time explicitly established through the relevant process. The usual combination is "distinguish a confirmed finish".

C Not here. drop-off: Delivery of a vehicle to the service location. The usual combination is "confirm the drop-off time".

D Correct. status update: Communication reporting the current position of the work. The usual combination is "provide a status update".

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Review 1 / Explanations / continued

3. Rebuild the exchange from "The blue hatchback and an occasional rear rattle".

Mina: "Rear is as specific as I can be. I don't know which part is making it." **Ellis:**

[missing response] **Mina:** "Nobody's assessed it yet. I don't want my guess written down as a diagnosis." **Which response belongs in the gap?**

A. That is enough for the symptom description. We can keep rear as the reported location without turning it into a claim that a particular component has failed.

A Correct. This is Ellis's response in turn 10. It connects Mina's preceding point with Mina's follow-up. Symptom description captures the experienced sound and location without requiring a component diagnosis.

B Not here. This line belongs to turn 6, after Mina says: "It's an occasional rattle from the rear. I've noticed it after the car's been parked overnight." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Mina says: "Yes, the blue hatchback. Today's concern isn't about the other car." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Mina says: "Occasional is right. I can't tell you how many times, and I wouldn't say it happens every morning." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Eight is intake, ten is an update". Omar: "Could you

read back what is actually booked, without the nine o'clock assumption?" Leila:

[missing response] **Omar:** "Understood: drop-off at eight, phone update by ten, no confirmed finish or collection time." **Which response belongs in the gap?**

B. I will keep the contact method alongside the deadline. The handoff should say phone update by 10:00, not simply contact customer when convenient.

A Not here. This line belongs to turn 4, after Omar says: "I see. I had treated the drop-off time as the start of the work." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Leila's response in turn 18. It connects Omar's preceding point with Omar's follow-up. Contact method records how the promised update should reach Omar.

C Not here. This line belongs to turn 12, after Omar says: "Phone is best. Please keep that with the update deadline." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Omar says: "So I shouldn't tell someone I'm booked to wait here while it's done." It addresses that point, not the missing turn in the supplied exchange.

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Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Work included in the agreed evaluation. Which term fits?

B. assessment scope

A Not here. repair proposal: Description of suggested corrective work and its relevant terms. The usual combination is "present the repair proposal".

B Correct. assessment scope: Work included in the agreed evaluation. The usual combination is "confirm the assessment scope".

C Not here. customer consent: Customer agreement to the identified work and terms. The usual combination is "confirm customer consent".

D Not here. scope readback: Repetition of the exact work covered by permission. The usual combination is "give a scope readback".

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2. A colleague needs the term for this meaning: Permission for the defined evaluation work. Which term fits?

B. assessment authorization

A Not here. internal handoff: Transfer of relevant information between colleagues. The usual combination is "give an internal handoff".

B Correct. assessment authorization: Permission for the defined evaluation work. The usual combination is "confirm assessment authorization".

C Not here. concern history: Record of earlier descriptions or occurrences. The usual combination is "retain the concern history".

D Not here. workshop handover: Exchange passing a job and its relevant context to the workshop. The usual combination is "complete the workshop handover".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "Eight is intake, ten is an update". Omar: "By ten, rather than at ten exactly? I don't want to miss the call because I've assumed a fixed time." Leila: [missing response] Omar: "Phone is best. Please keep that with the update deadline." Which response belongs in the gap?

D. I will record that phone preference. The promised update will be by phone, using the agreed contact details in your booking.

A Not here. This line belongs to turn 18, after Omar says: "Could you read back what is actually booked, without the nine o'clock assumption?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Omar says: "Phone is best. Please keep that with the update deadline." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 14, after Omar says: "So I shouldn't tell someone I'm booked to wait here while it's done." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Leila's response in turn 10. It connects Omar's preceding point with Omar's follow-up. Phone preference preserves Omar's explicit choice of a telephone call rather than email.

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4. Rebuild the exchange from "Job 208: keep the concern and contact limits together". Rosa: "Give me the whole handoff once, please, so I can check it against the desk entry." Arun: [missing response] Rosa: "That matches. I'll use not reproduced, not no fault exists, and won't turn the contact window into a promised appointment." Which response belongs in the gap?

C. Job 208: intermittent cabin rattle reported after overnight parking, not reproduced, no confirmed cause. Assessment only; unavailable 12:00-14:00; phone preferred after 14:00.

A Not here. This line belongs to turn 8, after Rosa says: "Have you done any repair work? The customer approved assessment only, and that's what I have on the desk record." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Rosa says: "Then I shouldn't tell them nothing is wrong. They were quite clear that it doesn't happen every time." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Arun's response in turn 18. It connects Rosa's preceding point with Rosa's follow-up. Confirmed cause has not been established, so it must not appear as an assumed diagnosis in the readback.

D Not here. This line belongs to turn 14, after Rosa says: "The note currently says contact later. Can you include phone? An email wouldn't match their preference." It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Expected delivery time not necessarily confirmed. Which term fits?

B. estimated arrival

A Not here. parts clerk: Staff member coordinating component identification and supply. The usual combination is "contact the parts clerk".

B Correct. estimated arrival: Expected delivery time not necessarily confirmed. The usual combination is "state the estimated arrival".

C Not here. parts availability: Whether the required item can be supplied at the relevant time. The usual combination is "check parts availability".

D Not here. completion confirmation: Verified statement that the relevant work has finished. The usual combination is "obtain completion confirmation".

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2. A colleague needs the term for this meaning: Dashboard warning indicator; abbreviated MIL. Which term fits?

B. malfunction indicator lamp

A Not here. assessment note: Technician record of the examination and available findings. The usual combination is "read the assessment note".

B Correct. malfunction indicator lamp: Dashboard warning indicator; abbreviated MIL. The usual combination is "report an illuminated lamp".

C Not here. diagnostic trouble code: Coded diagnostic information; abbreviated DTC. The usual combination is "record a diagnostic trouble code".

D Not here. technician clarification: Further explanation supplied by the relevant technician. The usual combination is "request technician clarification".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "Job 208: keep the concern and contact limits together". Rosa: "They're unavailable from noon until two. Please keep that beside the assessment result so nobody tries to contact them in that interval." Arun: [missing response] Rosa: "They asked for a phone call after two. I haven't promised a call at two exactly." Which response belongs in the gap?

C. I'll retain the unavailable interval as 12:00-14:00. The result and that restriction will go back together.

A Not here. This line belongs to turn 16, after Rosa says: "And if we can't reach them, assessment-only still applies. I don't want silence treated as a yes to repair." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Rosa says: "Arun, can we check 208 before I call the customer? The desk needs your result and the contact restriction, not just rattle checked." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Arun's response in turn 10. It connects Rosa's preceding point with Rosa's follow-up. Unavailable interval is the stated 12:00-14:00 period that must remain in the contact notes.

D Not here. This line belongs to turn 4, after Rosa says: "That's the customer's description. Did you reproduce it, or is that still open?" It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "A code is a clue, not a replacement order". Tomas: "Tell Jules why I'm confused, please. I read code as sensor failure, and that's where the conversation went off track." Ava: [missing response] Tomas: "All right: code recorded, cause unconfirmed, no replacement approved. I need Jules's explanation, not a parts order." Which response belongs in the gap?

A. I'll include that. It's an unsupported inference from the available note, and the clarification should address that specific misunderstanding.

A Correct. This is Ava's response in turn 18. It connects Tomas's preceding point with Tomas's follow-up. Unsupported inference identifies the leap from a code to proven sensor failure without dismissing the customer's question.

B Not here. This line belongs to turn 6, after Tomas says: "Did Jules test that sensor, then? Perhaps there's another result missing from the message I received." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Tomas says: "Could you ask Jules to explain what the evidence does show? I need something more useful than just reading the code back." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Tomas says: "The message about 416 says there's a code. Does that mean you've found a bad sensor and ordered a replacement?" It addresses that point, not the missing turn in the supplied exchange.

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Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Amount billed for the listed vehicle components or materials. Which term fits?

C. parts charge

A Not here. balance due: Amount still payable after relevant recorded payments or credits. The usual combination is "verify the balance due".

B Not here. service desk: Team or location coordinating service information and handover. The usual combination is "check with the service desk".

C Correct. parts charge: Amount billed for the listed vehicle components or materials. The usual combination is "distinguish the parts charge".

D Not here. billing query: Customer request for clarification about a charge. The usual combination is "resolve a billing query".

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2. A colleague needs the term for this meaning: Explanation responsible for the reported condition. Which term fits?

C. underlying cause

A Not here. coverage determination: Decision about whether stated protection applies. The usual combination is "avoid promising a coverage determination".

B Not here. service lead: Person responsible for coordinating the relevant service review. The usual combination is "refer the report to the service lead".

C Correct. underlying cause: Explanation responsible for the reported condition. The usual combination is "avoid assuming the underlying cause".

D Not here. repeat concern: Problem reported again after an earlier visit or intervention. The usual combination is "acknowledge a repeat concern".

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Review 4 / Explanations / continued

3. Rebuild the exchange from "A code is a clue, not a replacement order". Tomas: "So a reference to a system or circuit wouldn't, by itself, prove the sensor is defective?" Ava: [missing response] Tomas: "Could you ask Jules to explain what the evidence does show? I need something more useful than just reading the code back." Which response belongs in the gap?

C. Correct. We haven't established a component fault. I'm explaining the note's limit, not proposing a different diagnosis.

A Not here. This line belongs to turn 2, after Tomas says: "The message about 416 says there's a code. Does that mean you've found a bad sensor and ordered a replacement?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 18, after Tomas says: "Tell Jules why I'm confused, please. I read code as sensor failure, and that's where the conversation went off track." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Ava's response in turn 10. It connects Tomas's preceding point with Tomas's follow-up. Component fault would attribute an established problem to a particular part, which this note does not do.

D Not here. This line belongs to turn 6, after Tomas says: "Did Jules test that sensor, then? Perhaps there's another result missing from the message I received." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Correct the dismissal before arranging the callback". Farah: "Could you read back the arrangement, so I know exactly what Nia will receive?" Daniel: [missing response] Farah: "Yes. I understand the call doesn't settle the cause or the cost, but at least the earlier report won't be lost." Which response belongs in the gap?

D. Your repeat concern is linked to the earlier visit: same intermittent rattle, two days later. My dismissal is withdrawn; Nia can call at 15:00 to review it.

A Not here. This line belongs to turn 16, after Farah says: "Please pass that question on too. I don't want the call to end with me explaining the cost concern all over again." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Farah says: "Yes. I understand the call doesn't settle the cause or the cost, but at least the earlier report won't be lost." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Farah says: "Does that mean you're accepting that the repair failed? I need to understand what your apology actually covers." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Daniel's response in turn 18. It connects Farah's preceding point with Farah's follow-up. Repeat concern is the same intermittent rattle reported again two days after the earlier service.

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Additional case 1 / Explanations

Extended conversation

1. nominal section width

Turn 2. The 205 marking is nominal section width in millimeters; it is not the tread depth, circumference, or rim diameter.

2. aspect ratio

Turn 4. The 55 marking expresses sidewall height as fifty-five percent of nominal section width, not as a fifty-five-millimeter height.

3. radial construction

Turn 6. R identifies radial construction in this size designation; it does not mean radius or rear position on the vehicle.

4. rim diameter

Turn 8. Sixteen denotes the compatible rim diameter in inches, not the outside diameter of the tire; the size code mixes dimension types and units.

5. load index

Turn 10. Ninety-one is an index for a load-capacity rating, not a literal ninety-one-kilogram load; the applicable rating information and vehicle requirements must be checked.

6. speed rating

Turn 12. V is the speed-rating symbol in the service description; it is not a recommended driving speed or proof that this tire is approved for the vehicle.

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Transfer exchange

1. 225

Customer: The nominal section width is 225 millimeters.

Turn 1. The first number gives nominal section width, not wheel diameter or tread depth.

Additional case 1 / Explanations / continued

2. 45

Advisor: The aspect ratio is 45 percent.

Turn 2. Forty-five is the sidewall-height percentage of nominal section width, not a millimeter dimension.

3. 17

Customer: The rim diameter is 17 inches.

Turn 3. The number after R states rim diameter in inches; R itself denotes radial construction.

4. unapproved

Advisor: Fitment remains unapproved .

Turn 4. Reading the code does not establish that this specification meets the actual vehicle requirements.

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Additional case 2 / Explanations

Extended conversation

1. state of charge

Turn 2. The requested increase is eighty minus twenty, or sixty percentage points, rather than a full empty-to-full charge of the sixty-kilowatt-hour usable battery.

2. usable capacity

Turn 4. The case gives sixty kilowatt-hours of usable capacity and a linear percentage assumption; multiplying by 0.60 gives thirty-six kilowatt-hours stored.

3. AC input limit

Turn 6. The compatible point offers 7.4 kW but this vehicle accepts at most 7.2 kW AC; the fictional constant-input calculation therefore uses 7.2 kW.

4. wall energy

Turn 8. Thirty-six kilowatt-hours stored divided by 0.90 efficiency requires forty kilowatt-hours from the wall in the supplied model.

5. charging efficiency

Turn 10. Ninety percent means stored energy equals 0.90 times wall energy; solve by division, and do not apply a second loss allowance.

6. energy charge

Turn 12. Forty billed kilowatt-hours at \$0.25 each gives a ten-dollar energy-only charge, excluding any other fees by the case's stated terms.

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Transfer exchange

1. 20

Owner: The increase in stored battery energy is 20 kWh.

Turn 1. The fifty-percentage-point increase is half of forty usable kilowatt-hours, giving twenty stored.

Additional case 2 / Explanations / continued

2. 25

Advisor: Required wall energy in the model is 25 kWh.

Turn 2. Twenty divided by 0.80 equals twenty-five kilowatt-hours, including the supplied loss assumption.

3. five

Owner: Modeled charging time is five hours.

Turn 3. Twenty-five wall kilowatt-hours divided by constant five-kilowatt wall input gives five hours.

4. six

Advisor: The energy-only charge is six dollars.

Turn 4. Twenty-five kilowatt-hours multiplied by \$0.24 equals six dollars, not the cost of stored energy alone.

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Additional case 3 / Explanations

Extended conversation

1. angular minutes

Turn 2. The marks represent sixtieths of a degree, not hundredths; six angular minutes equals 0.10 decimal degree and twelve equals 0.20.

2. decimal degrees

Turn 4. Correct conversion gives 0.10 plus 0.20 = 0.30 decimal degrees; adding incorrectly copied hundredths would give a false 0.18 result.

3. total toe

Turn 6. The stated range applies to the sum across the front axle, not to each wheel independently; total toe is positive 0.30 degree here.

4. sign convention

Turn 8. The fictional report explicitly defines positive as toe-in; the plus signs must remain attached instead of being dropped or interpreted from another report's convention.

5. camber

Turn 10. Camber is a separate alignment angle; the negative thirty-minute entry converts to -0.50 degree and must not be added to the toe figures.

6. before readings

Turn 12. The values are initial readings and the AFTER column is blank; a report title does not establish adjustment, final results, or completed verification.

[Return to the conversation, page 103](#)

Transfer exchange

1. 0.15

Advisor: Left toe is +0.15 decimal degrees.

Turn 1. Nine divided by sixty equals 0.15 degree; writing 0.09 would confuse minutes with hundredths.

Additional case 3 / Explanations / continued

2. 0.05

Technician: Right toe is +0.05 decimal degrees.

Turn 2. Three divided by sixty equals 0.05 degree, preserving the supplied positive sign.

3. 0.20

Advisor: Total toe is +0.20 decimal degrees.

Turn 3. 0.15 plus 0.05 equals 0.20 degree, equivalent to twelve angular minutes.

4. unrecorded

Technician: The final result is unrecorded in this extract.

Turn 4. The AFTER column is blank; converting the initial values does not establish a completed adjustment or final verification.

[Return to the conversation, page 106](#)

Find a phrase by purpose

Capturing the customer's concern

Confirm the vehicle: Which of the two cars is booked today?

Repeat the selection: I have the blue hatchback for this appointment.

Keep the account separate: I will not attach this concern to the other vehicle.

[Full phrase bank, page 7](#)

Clarifying the appointment and drop-off

Acknowledge the expectation: I understand that you expected the work to start at eight.

Clarify the booking: The 08:00 booking is for drop-off intake.

Separate the work slot: It does not confirm an 08:00 technician start.

[Full phrase bank, page 17](#)

Explaining estimates and approval limits

Name the present service: The \$95 charge is for the assessment.

State the limit: No repair is included in that amount.

Clarify the short approval: By go ahead, do you mean the assessment only?

[Full phrase bank, page 29](#)

Handing the concern to the technician

Open with the identifier: This handoff is for job card 208.

State the customer's concern: The customer reports an intermittent cabin rattle.

Preserve the condition: They associate it with overnight parking.

[Full phrase bank, page 39](#)

Find a phrase by purpose / continued

Explaining parts and completion delays

State the current supply position: The part for job 315 is on back order.

Attribute the date: The supplier estimates arrival on Tuesday.

Preserve uncertainty: Shipment has not been confirmed.

[Full phrase bank, page 51](#)

Relaying findings and technical terms

Expand the abbreviation: DTC stands for diagnostic trouble code.

Identify the source: I am reading the technician note for job 416.

State the finding: The note records a code.

[Full phrase bank, page 61](#)

Clarifying the invoice and collection handoff

Invite the query: Which line would you like me to explain?

Identify the reference: We are looking at job 527.

Separate the entries: There are two listed charges.

[Full phrase bank, page 73](#)

Handling a repeat concern and follow-up

Acknowledge the return: You are reporting the same intermittent rattle.

Preserve the timing: You noticed it again two days after service.

Own the earlier wording: I said it could not be the same issue.

[Full phrase bank, page 83](#)

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References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] US Bureau of Labor Statistics. Automotive Service Technicians and Mechanics.

Occupational context for customer communication, workshop records, maintenance, and repair roles. Technical procedures are not reproduced. Source checked 10 October 2026.

<https://www.bls.gov/ooh/installation-maintenance-and-repair/automotive-service-technicians-and-mechanics.htm>

[2] Federal Trade Commission. Auto Repair Basics.

Background for distinguishing diagnostic charges, estimates, parts, labor, and repair records. The fictional charges are not market prices or universal legal rules. Source checked 10 October 2026.

<https://consumer.ftc.gov/articles/0211-auto-repair-basics>

[3] Bosch Car Service. Car Diagnostics.

Reference for distinguishing fault-code information from confirmed diagnosis and replacement decisions. No testing or repair instructions are supplied. Source checked 10 October 2026.

<https://ap.boschcarservice.com/in/en/car-services/car-diagnostics/>

[4] Federal Trade Commission. Auto Warranties and Auto Service Contracts.

Context for checking actual coverage and terms rather than promising them. The cases offer no warranty determination or jurisdiction-specific advice. Source checked 10 October 2026.

<https://consumer.ftc.gov/articles/auto-warranties-and-auto-service-contracts>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-automotive-service.html>

Accurate concerns. Clear commitments.

Eight service conversations follow the customer journey: capture an intermittent concern, clarify drop-off, confirm assessment scope, brief the technician, explain a parts delay, relay a diagnostic finding, read an invoice, and recover a mishandled repeat complaint.

Capturing the customer's concern

The booked vehicle is the blue hatchback, not both cars on the account. The sound is occasional and reported from the rear after overnight parking. Do not change those details to a constant noise or a named failed component.

Explaining estimates and approval limits

The fictional booking offers a \$95 assessment, with no repair included. Hana intends to approve that service only. The phrase go ahead must not expand into permission for an undefined repair or component replacement.

Clarifying the appointment and drop-off

An 08:00 drop-off is not a confirmed 08:00 technician start. Nothing establishes completion by 09:00. Preserve the booked intake while correcting the unsupported assumptions about work and turnaround.

Handing the concern to the technician

Job 208 concerns a customer-reported cabin rattle after overnight parking. Arun has not reproduced it. Non-reproduction is a limited observation, not proof that the report was mistaken or that a cause has been found.

Accurate concerns. Clear commitments. / continued

Phil Stilwell

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