

CDX Tasksheet Number: MHTS028

Student/Intern information

Name _____ Date _____ Class _____

Vehicle, Customer, and Service Information

Vehicle used for this activity:

Year _____ Make _____ Model _____

Odometer _____ VIN _____

Materials Required

- Appropriate textbooks and company/employee handbooks

Task-Specific Safety Considerations

- Comply with personal and environmental safety practices associated with clothing; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with federal, state, and local regulations.
- Make sure you understand and observe all legislative and personal safety procedures when carrying out practical assignments. If you are unsure of what these are, ask your supervisor/instructor.

► **TASK** Dresses appropriately and uses language and manners suitable for the workplace.

MTST
ESPS02

Student Instructions: Read through the entire procedure prior to starting. Prepare your workspace and any tools or parts that may be needed to complete the task. When directed by your supervisor/instructor, begin the procedure to complete the task and check the box as each step is finished. Track your time on this procedure for later comparison to the standard completion time (i.e., "flat rate" or customer pay time).

Time off _____

Time on _____

Total time _____

Procedure:	Step Completed
1. Appropriately dress for the job.	
a. From the perspective of the customer, discuss the importance of the appearance of the workers of a repair shop, including the customer service advisor and the service technician.	<input type="checkbox"/>

b. Identify appropriate dress for a customer service advisor.	<input type="checkbox"/>
c. Identify appropriate dress for a service technician.	<input type="checkbox"/>
2. Identify an appropriate workplace environment.	
a. From the perspective of the customer, discuss the importance of the workplace environment of a repair shop with respect to language and worker conduct.	<input type="checkbox"/>
3. Discuss the findings with the instructor.	<input type="checkbox"/>

Non-Task-Specific Evaluations:	Step Completed
1. Tools and equipment were used as directed and returned in good working order.	<input type="checkbox"/>
2. Complied with all general and task-specific safety standards, including proper use of any personal protective equipment.	<input type="checkbox"/>
3. Completed the task in an appropriate time frame (recommendation: 1.5 or 2 times flat rate).	<input type="checkbox"/>
4. Left the workspace clean and orderly.	<input type="checkbox"/>
5. Cared for customer property and returned it undamaged.	<input type="checkbox"/>

Student signature _____ Date _____

Comments:

Have your supervisor/instructor verify satisfactory completion of this procedure, any observations found, and any necessary action(s) recommended.

Evaluation Instructions: The scoring box below is intended to act as a guide for both student and instructor. Each criterion listed will help students to understand what is expected of them and help supervisors/instructors articulate the level of success at a particular task. The scoring is set up to allow a second attempt at each task (see the Test and Retest columns). Scoring is also designed only to award students points for task criteria that were completed correctly. Points are lost for failure to complete the employability requirements (see Non-Task-Specific Evaluation criteria). When all criteria are evaluated, tally the points for a total at the bottom of each column.

Tasksheet Scoring

	Test		Retest	
Evaluation Items	Pass	Fail	Pass	Fail
Task-Specific Evaluation	(1 pt)	(0 pts)	(1 pt)	(0 pts)
Student identified importance of appearance from the perspective of the customer.				
Student identified appropriate dress for a customer service advisor.				
Student identified appropriate dress for a service technician.				
Student identified the importance of appropriate language and worker conduct from the perspective of the customer.				
Non-Task-Specific Evaluation	(0 pts)	(-1 pt)	(0 pts)	(-1 pt)
Student successfully completed at least three of the non-task-specific steps.				
Student successfully completed all five of the non-task-specific steps.				
Total Score: <total # of points/4 = %>				

Supervisor:

Supervisor/instructor signature _____ Date _____

Comments:

Retest supervisor/instructor signature _____ Date _____

Comments:

