

# LESSON 5: PREPARE SERVICE REQUEST

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# LEARNING OUTCOMES

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By the end of this lesson, you should be able to:

LO 1: Identify customer needs based on service inquiries.

LO 2: Fill out service request forms accurately.

LO 3: Communicate clearly and professionally with clients.



# INTRODUCTION

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Service requests are formal documents that outline the issues a customer experiences with their vehicle. They serve as the starting point for repair or maintenance operations. A well-prepared service request ensures that technicians understand the problem and that the correct services are delivered. This lesson focuses on how to accurately identify customer concerns, document the needed service, and maintain clear communication.

# IMPORTANCE OF A SERVICE REQUEST

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- Provides written documentation of customer complaints.
- Helps service personnel plan repairs and estimate costs.
- Avoids misunderstandings and disputes.
- Ensures accountability and traceability for both customer and shop.



# GATHERING CUSTOMER INFORMATION

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When a client brings in a vehicle, collect the following:

- Full name and contact information.
- Vehicle make, model, year, and license plate.
- Mileage and service history.
- Description of problem or request.

Ask open-ended questions like:

- “Can you describe the issue in detail?”
- “When did the problem start occurring?”



# FILLING OUT A SERVICE REQUEST FORM

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Essential sections to complete:

1. Customer Identification – name, phone, address.
2. Vehicle Details – make, model, year, VIN, plate number.
3. Complaint Description – exact issues reported by customer.
4. Technician's Notes – observed issues, initial diagnostics.
5. Estimated Costs – breakdown of labor and parts.
6. Service Advisor Signature – confirms data is accurate.
7. Customer Signature – authorizes the repair work.



# EFFECTIVE COMMUNICATION WITH CLIENTS

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- Use simple language; avoid jargon.
- Listen actively and take notes.
- Repeat key information to confirm understanding.
- Maintain a polite and professional tone.
- Notify the customer before performing additional repairs.

Clear communication helps build trust and customer satisfaction.



# WORKPLACE SCENARIOS

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## Example 1:

A client reports poor braking. Service request must state:

- Client complaint: “Brakes feel soft and make a squeaking sound.”
- Technician notes: “Brake pads worn; fluid below minimum.”

## Example 2:

Client complains of overheating. Request must include:

- Client input: “Temperature gauge rises quickly.”
- Technician input: “Radiator has visible leak; coolant low.”





# CONCLUSION

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Preparing a complete and clear service request form is a vital administrative skill in automotive servicing. It helps technicians perform accurate diagnostics and repairs, improves workshop efficiency, and ensures transparency with the customer.

# REFERENCES

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Source: K to 12 Technology and Livelihood Education – Automotive Servicing Module

TESDA Automotive Servicing NC I Competency Standards

Pages 166–185 of the module covering 'Prepare Service Request' procedures and templates.