

Wanted: A Good Repair Shop

Pre-reading

Questions: What do you think this story is about? Why?

Definitions: Recommend – to speak in favor of something or someone

Flat rate – a fixed amount, not changing

Approval – permission or consent



Reading

16 John's car didn't sound quite right. It was making some odd noises. He knew that he
35 should have it looked at soon. After all, it was the end of October and a questionable car and
winter weather did not mix well.

41 John wasn't sure where to take his car. He was new to town, and until this week had not
60 needed the service of a mechanic. He asked a couple of his co-workers what shop they would
77 recommend. He also talked with his neighbors about where they had their auto repairs done.

92 Frank's Auto Clinic was a popular suggestion. John took both his car and some questions
107 to Frank's. First, John asked how the shop priced its work. He knew that some shops charged a
125 flat rate for labor on auto repairs, while others charged on the basis of the actual time the mechanic
144 worked on the repair. If the latter was the case, what was the rate per hour?

160 John asked about diagnostic charges. Did Frank's charge for diagnostic time? If John
173 needs costly or complicated repairs, he may want a second opinion. If he decides to get the work
191 done elsewhere, would he need to pay Frank's a diagnostic fee?

202 John requested a written estimate. He knows what a helpful document it is. The written
217 estimate should identify the condition to be repaired, the parts needed, and the anticipated labor
232 charge. There should also be a statement about contacting the car owner for approval before any
248 work is done exceeding a specified amount of time or money. John thoroughly reviews any
263 estimates and always gets a signed copy.

270 Frank's staff addressed all of John's questions and concerns. He was pleased with their
284 thoroughness. John received a signed estimate that he felt was fair. He made an appointment for
300 the repairs to be done the following week.

308 After the mechanics were finished with John's car, John got a completed repair order
322 describing the work that was done. It listed each repair, the parts that were supplied as well as the
341 cost of each part, the labor charges, and the date the work was completed.

355 John was pleased with the service he received at Frank's Auto Clinic. He will recommend
370 them to others who need repair work done to their cars. John is confident that his car will safely
389 get him through the winter months.

395

Level 5.0

Understanding

1. Where did John get his car repaired? Why did he choose that place? _____

2. What is a diagnostic charge? _____

3. Will John tell others about the repair shop? Why or why not? _____

4. How do repair shops price their work? (List two ways.) _____

5. What is an estimate? Why does John like to receive a written and signed copy? _____

6. Why did John want to get his car fixed as soon as possible? _____

7. What did John receive after the work on his car was complete? _____

Writing

Option A: Summarize the reading in your own words.

Option B: Write about a car repair experience you've had. What went well; what didn't go so well?
