

Shell Rapid LubeSM Training Series
Lower Bay Technician
Participant Worksheets



Lower Bay Technician

Follow these steps during training:

1. The video is divided into several parts. Be prepared to stop after each part.
2. Put the videotape in the VCR and push "play."
3. When the tape indicates a stopping point, pause or stop the VCR. Then, answer the questions on your worksheets concerning the part of the video you just watched.
4. When you have finished viewing all parts of the tape and have answered all the questions, find your supervisor (or coach) and go over the answers.
5. Be sure to ask your supervisor (or coach) any questions that may have come up while watching the video.

Training Quiz

The questions are either multiple choice or true/false. Circle your answer.

1. Lower Bay Tech responsibilities generally include:
 - A. draining the oil and changing the filter.
 - B. checking drive train component fluid levels.
 - C. lubricating the chassis.
 - D. all of the above.

2. When a car is driven into the bay, the Lower Bay Technician should stand underneath to help line up the car.

True or False



3. The "Echo System" as demonstrated in the tape, shows the Upper Bay Technician and Lower Bay Technician repeating commands to confirm job activity. The "Echo System" is used to communicate product and service information between the upper and lower bays.

True or False

4. The term "Full Service" oil change means the customer wants the complete multi-point service.

True or False

5. Remove the oil drain plug with:
 - A. an adjustable wrench.
 - B. a proper fitting wrench.
 - C. a pipe wrench.
 - D. vice grip pliers.



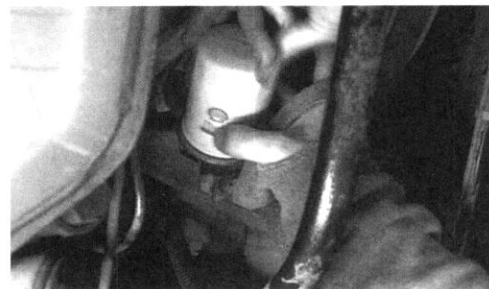
6. While the oil drains you can begin removing the oil filter.

True or False

7. Select the proper replacement filter by:
 - A. finding a new filter that looks the same as the old one.
 - B. rinsing out the old filter if it's in good shape.
 - C. calling the vehicle manufacturer.
 - D. listening for the filter number called down by the Upper Bay Technician.

8. Installing the new oil filter is where most problems occur – so don't rush.

True or False



(Continue Tape)

Training Quiz

9. The manual transmission lubricant level is correct if it drips out after removing the check plug.

True or False

10. Check the owner's manual for any special instructions on the car you're servicing.

True or False

11. To identify limited slip differentials:

- A. look for a metal tag on the rear cover-attaching bolt.
- B. check the owner's manual.
- C. ask the Upper Bay Technician.
- D. none of the above.

12. On four-wheel drive vehicles, you have additional fluid checks - both differentials and the transfer case.

True or False

(Continue Tape)

13. Lubricating the chassis includes:

- A. steering linkage.
- B. front suspension.
- C. universal joint.
- D. all of the above.



14. To find the grease fittings on a car, refer to the Chek-Chart data published by MOTOR Information Systems.

True or False

15. Joints with a rubber boot can burst if overfilled.

True or False



16. An oil pressure check is designed to check for leaks in the:

- A. oil pan.
- B. drain plug.
- C. oil filter.
- D. all of the above.

17. A safety check is only conducted if there's been a recent accident.

True or False

18. The "Shell Safety Check"* should be performed on every oil change.

True or False

** The "Shell Safety Check" is when the Manager listens for the Lower Bay Technician confirmation that all fittings and filter are checked and tight.*

Coach's Notes

Make any comments here about the trainee's knowledge level and whether or not additional coaching is needed. Keep this training record in trainee's file.

Trainee Signature: _____

Supervisor Signature: _____

Date: _____