



Communication is an ongoing crucial tool to assist the flow of a day to day ~~the~~ role of a workshop.

There are three main communication styles that are used in ^a ~~a~~ automotive workshop, including:

- Written

- Verbal

- Non-verbal.

Written: Written communication is constantly used in a workshop to transfer job information from one party to the other, for example customer needs are written on a job card by an employee then passed on to the mechanic who then works off the job card to ensure all needs are met.

Verbal: This style of communication occurs on several occasions during a vehicle's repair process, whether being a mechanic checking all needs are met with a customer or extracting ~~the~~ information from a customer in relation to a fault in the vehicle which may assist the mechanic in identifying



a vehicles problem then repairing where this fault is occurring.

Asking customers questions such as "which side is the noise coming from?" is a ^{example of} ~~also~~ verbal communication.

Non-verbal:- Non-verbal or written communication has a heavy reliance on the mechanic ^{to senses} ~~to~~ to identify various problems whether feeling for a cars water pressure in the top radiator hose, or smelling for bad odours such as possible mufflers needing replacement, seeing milky foamy coloured resin on the ~~to~~ inside of a radiator cap to check for internal oil leakage or even listening for certain sounds or noises which may give a way problem eg a customer running their vehicle dry with no oil may hear tappet sounds knocking.