

Unit Standard **12349**

Demonstrate knowledge of time management

Level 2 Credit 3 v6

Student Name:

School:

Date:

Marked By: _____ **Mark** _____ **%**

Feedback: **Excellent work**

Good work

Please attempt all questions

Please resubmit

USEFUL WEBLINKS

Time Management

<http://youtu.be/UgyMNw7Dqbo>

<http://youtu.be/rM1A9zFkfHw>

<http://youtu.be/ezX0ZMWqE7Y>

Automotive Supervisor

<http://youtu.be/uPoi1JmHho>

REVIEW QUESTIONS ONE

Q1 Read the following scenario and answer the questions that follow.

When Leroy arrives at work at 8am on Monday morning her boss gives her a list of jobs that he expects Leroy to complete by 1pm. To help Leroy plan his day, indicate how important and urgent each job is (please tick as appropriate) and explain your answer.

Jobs to be completed	Urgency	Importance
Model: Falcon Replace brake shoes Customer to pick up at 1pm Time allowed: 60mins	Urgent Non Urgent	Important Non important
Explanation:		
Model: Focus Change both front tyres Align wheels Customer to pick up at 10am Time allowed: 60mins	Urgent Non Urgent	Important Non important
Explanation:		
Order brake shoes for Falcon from the supplier before 9am so they will arrive by 11am.	Urgent Non Urgent	Important Non important
Explanation:		
Change the magazines in the customer waiting lounge before the end of the day if you have time.	Urgent Non Urgent	Important Non important
Explanation:		

Q2 Read the following scenario and answer the questions that follow.

Leroy was asked to order some more brake fluid as they were down to the last few litres in the workshop. Leroy was chatting to his friend on the phone at the time and then he carried on with an engine overhaul and forgot all about the brake fluid. Two days later all work came to a stop in the workshop as there was no brake fluid in stock.

What actions could Leroy have taken to make sure that he remembered to order the brake fluid?

Q3a List two short-term goals that good time management practices helps workshops to achieve.

Q3b List two mid to long-term goals that good time management practices helps workshops to achieve.

REVIEW QUESTIONS TWO

- Q4 Explain how electronic planners can be used by workshops and provide one advantage and one disadvantage of their use.

Advantages of electronic planners include:

Disadvantages of electronic planners include:

- Q5 Describe how time management is considered when planning workshop layout.

Q6 In terms of time management provide an advantage for each of the following:

Having a tidy workspace

Having a water cooler in the workshop

Having a shadow board

Having a customer lounge

Having a daily planner displayed

Having as many hoists as possible

Having a desk in the workshop

REVIEW QUESTIONS THREE

Q7 Read the following scenario and answer the questions that follow.

While carrying out a repair on a customer's vehicle Leroy's cousin arrives and wants to talk about their upcoming family party. Leroy's customer is waiting in the service reception.	
In this situation what should Leroy do to make sure that he does not waste too much time on this non urgent matter?	
What should Leroy do to ensure that visitors do not distract him from his work?	

Q8 Read the following scenario and answer the questions that follow.

While carrying out another service Leroy's phone rings. He can see that it is one of his friends calling.	
In this situation what should Leroy do to make sure that he does not waste too much time on this non urgent matter?	
What should Leroy do to ensure that telephone calls do not distract him from his work?	

Q9 Read the following scenario and answer the questions that follow.

Jacob has volunteered to manage the workshop six a side football team. He wants to talk through tactics for the upcoming game and has called a meeting for all players at 9am in the staff room. Five minutes before the meeting, Jacob's supervisor sends him out to deal with a road side break down.	
How should Jacob deal with this situation?	
What should Jacob do to ensure that meetings do not distract him from his work?	

Q10 List any 4 distractions that may be found in an automotive workshop.

Q11 How can a technician make sure that paperwork such as job sheets are completed so that they can be used by the service advisor to charge the customer?