Callback Cost Review

WORKSHEET / Type in the shaded boxes or print a fresh copy.

Price the direct cost of a return trip and record one question for the service review.

01 Work through the example

	Example	Your case
Return-visit hours	**1.5**	
Labor cost per hour	**52**	
Additional parts	**36**	

Calculation: labor hours times hourly cost, plus parts

Added direct cost

This measures the cost of the return trip before travel and overhead.

02 Make a handoff note

Original job reference

Reason for the return visit

Review owner

Callback Cost Review

PRACTICE TEST / Use the example values on page 1.

1. With the example values, what is the added direct cost?

- ○ $117.00
- ○ $114.00
- ○ $122.00

2. If "Labor cost per hour" changes from 52 to 53, with the other example values unchanged, what is the new result?

- ○ $122.50
- ○ $115.50
- ○ $114.00

3. Which action makes the most sense for this example?

- ○ Close the record and skip the next review.
- ○ Attach the extra time and parts to the original job review.
- ○ Drop the expense because the invoice was already closed.

What helped you, or what would you change?

Check your answers in Practice-and-Test.html for a score and an explanation of each answer. The PDF stores your selections when saved in a compatible PDF reader.