

Lassen Community College Course Outline

AT-60 Shop Management and Service Writer

2.0 Units

I. Catalog Description

This course is designed to provide the student with the skills needed to write service at an automotive repair shop. Shop management techniques will also be covered.

Communication, organization, and filling out repair orders to meet all legal requirements will be emphasized. This course meet ASE Education Foundation Standards. This course has been approved for hybrid and online delivery.

Recommended Preparation: Successful completion of ENGL105 or equivalent multiple measures placement.

34 lecture hours, 68 hours outside-of-class, 102 total student learning hours
Scheduled: Spring odd

II. Coding Information

Repeatability: Take 1 times

Grading option: Graded or Credit/No Credit

Credit Type: Credit-Degree Applicable

TOP Code: 094800

III. Course Objectives

A. Course Student Learning Outcomes/Course Objectives

Upon completion of this course the successful student will be able to:

1. Demonstrate the ability to communicate clearly with the customer regarding the repair of their vehicle and complete a work order to fulfill all legal requirements at a beginner level.
2. The students will also be able to oversee workflow through a typical automotive repair shop including communicating with the technician, parts suppliers, and the customer at a beginner level.

IV. Course Content

- A. Inspection Based Service
- B. Vehicle Operations and Communications with Technicians
- C. Phone Communication Skills
- D. Customer Arrival and Drop-Off
- E. Service Process
- F. Selling the Service
- G. Delivery and Follow-Up
- H. Communication with Service Customers
- I. Warranty Essentials
- J. Service Write-Up Skills
- K. Service Relationship Skills

V. Assignments

A. Appropriate Readings

1. Industry materials as furnished by the instructor

2. Manufacturers bulletins
3. Current professional manuals

B. Writing Assignments

Typical writing assignments will include:

1. Providing written answers to assigned questions
2. Performing mathematical calculations as assigned
3. Maintaining a notebook of class assignments/activities
4. Maintain a record of completed assignments/activities

C. Expected Outside Assignments

Appropriate outside assignments may include:

1. Researching appropriate readings
2. Preparing written assignments
3. Studying as needed for successful classroom performance

D. Specific Assignments that Demonstrate Critical Thinking

Students will perform analysis and evaluation of readings and/or classroom materials and utilize this analysis in classroom discussion, writing assignments, and in performing laboratory activities. Students must select and use appropriate methods and materials needed to complete laboratory assignments.

VI. Methods of Evaluation

Traditional classroom delivery:

Term paper (topic choice, thesis statement, outline, bibliography, rough draft, final draft), homework, classroom discussion, essay, journals, lab demonstrations and activities, multiple choice quizzes, and participation.

Hybrid Evaluation

All quizzes and exams will be administered during the in person class time. Students will be expected to complete online assignments and activities equivalent to in class assignments and activities for the online portion of the course. Electronic communication, both synchronous and asynchronous (chat/forum) will be evaluated for participation and to maintain effective communication between instructor and students.

Online Evaluation

A variety of methods will be used, such as: research papers, asynchronous and synchronous (chat/forum) discussions, online quizzes and exams, posting to online website and email communications using the districts approved learning management system.

VII. Methods of Delivery

Check those delivery methods for which, this course has been separately approved by the Curriculum/Academic Standards Committee.

- | | |
|--------------------------------------------------------------------|-----------------------------------------------------|
| <input checked="" type="checkbox"/> Traditional Classroom Delivery | <input type="checkbox"/> Correspondence Delivery |
| <input checked="" type="checkbox"/> Hybrid Delivery | <input checked="" type="checkbox"/> Online Delivery |

Traditional Classroom Delivery:

The appropriate method of instruction will be determined by the instructor and may include:

1. Lecture with or without various audio/visual aids.

2. Group problem solving, discussion, debate, and/or critique.
3. Demonstration
4. Computer-assisted/other self-paced instruction.
5. Field trips or field assignments.
6. Laboratory assignments utilizing planned activities.

Hybrid Delivery:

A combination of traditional classroom and online instruction will be utilized. Each semester a minimum of 17 hours, or 1/3 of the lecture hours, will be taught face-to face by the instructor and the remaining hours will be instructed online through the technology platform adopted by the District. Traditional class instruction will consist of exercises/assignments, lectures, visual aids, and practice exercises. Online delivery will consist of exercises/assignments, lecture posts, discussions, adding extra resources and other media sources as appropriate.

Online Delivery

A variety of methods will be used, such as: research papers, asynchronous and synchronous (chat/forum) discussions, online quizzes and exams, posting to online website and email communications using the districts approved learning management system.

VIII. Representative Texts and Supplies

LaRosa, Gary; *Service Advising and Management*, 2019, Jones and Bartlett Learning, ISBN 9781284145847

Industry materials as furnished by the instructor

Current professional manuals

Appropriate shop clothing

IX. Discipline/s Assignment

Automotive Technology

X. Course Status

Current Status: Active

Original Approval Date: 03/05/2013

Board Approval Date: 03/12/2013

Chancellor's Approval Date: 04/27/2013

Revised By: Chad Lewis

Curriculum/Academic Standards Committee Revision Date: 10/17/2023