

**Course Outline for AUTO C1**  
**AUTOMOBILE SERVICE CONSULTANT**

**Effective: Spring 2020**

**I. CATALOG DESCRIPTION:**

AUTO C1 — AUTOMOBILE SERVICE CONSULTANT — 3.00 units

Automotive Service Consultant fundamentals including: Communications, customer service, legal documents, business interactions, billing, parts and labor guides, shop management applications, shop operations, sales, vehicle identification and systems operations. Course content is aligned with tasks identified by Automotive Service Excellence (ASE) certification.

3.00 Units Lecture

**Grading Methods:**

Letter or P/NP

**Discipline:**

- Automotive Technology

	<b>MIN</b>
<b>Lecture Hours:</b>	54.00
<b>Expected Outside of Class Hours:</b>	108.00
<b>Total Hours:</b>	162.00

**II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1**

**III. PREREQUISITE AND/OR ADVISORY SKILLS:**

**IV. MEASURABLE OBJECTIVES:**

**Upon completion of this course, the student should be able to:**

- A. describe the role of the service consultant;
- B. demonstrate effective methods of communications utilizing verbal, written, and electronic means;
- C. demonstrate appropriate levels of professionalism in behavior, attire, and work ethic;
- D. perform visual vehicle inspection;
- E. generate and utilize repair orders in accordance with industry standards;
- F. properly utilize labor guides, parts guides to generate quotes;
- G. describe the basic operation of various vehicle systems in simple terms;
- H. locate and identify vehicle identification number and other relevant labels on the vehicle;
  - I. describe Customer Service Index, and how it applies to the automotive service industry;
- J. compare and contrast different vehicle types of vehicle warranties;
- K. identify appropriate vehicle service intervals; perform billing calculations;
- L. identify service related positions and their duties in an automotive repair facility.

**V. CONTENT:**

- A. Lecture Topics:
  - 1. Vehicle systems overview
  - 2. Electronic management systems
  - 3. Repair Orders
  - 4. Labor guides
  - 5. Parts guides
  - 6. Professional writing
  - 7. Communication skills
  - 8. Career overview
  - 9. Professionalism
  - 10. Ongoing Education
  - 11. Computer basics
  - 12. Billing
  - 13. Vehicle information
  - 14. Basic Management
  - 15. Warranty
  - 16. Service Intervals
  - 17. Customer Service
  - 18. Visual inspection
  - 19. Documentation Laboratory projects:

20. Locate vehicle information
21. Perform visual inspections
22. Generate RO's
23. Communications with technicians
24. Communications with customer
25. Estimate generation
26. Closing RO's
27. Professional Visit

VI. METHODS OF INSTRUCTION:

- A. **Critique** - Lab
- B. **Audio-visual Activity** - Powerpoints, and Lab Demonstrations
- C. **Projects** - Textbook assignments
- D. **Classroom Activity** - Lecture
- E. **Written exercises and case studies** - Vehicle writeups

VII. TYPICAL ASSIGNMENTS:

- A. Complete review quiz at the end of chapter
- B. Complete assignments using service information, lecture materials, and text
- C. Read chapter on "The role of the service consultant."

VIII. EVALUATION:

**Methods/Frequency**

- A. Exams/Tests  
twice a semester
- B. Quizzes  
once a week
- C. Projects  
two per semester
- D. Group Projects  
one major per semester
- E. Class Participation  
daily
- F. Class Work  
daily
- G. Home Work  
weekly

IX. TYPICAL TEXTS:

1. Garner, Ronald, and C Garner. *The Service Consultant, Working in an Automotive Facility*. 3 ed., Delmar, 2016.
2. Rezin, Andrew. *Automotive Service Management*. 3 ed., Pearson, 2019.
3. Bureau of Automotive Repair . Write it Right. <https://www.bar.ca.gov/pdf/writeitright.pdf> , 2015.
4. "The Official ASE Study Guide: ASE Automobile Tests: Includes Light Vehicle/CNG, Exhaust Systems, & Auto Service Consultant Tests", National Institute for Automotive Service Excellence, 2017. [http://www.ase.com/MediaLibrary/Images/PDF%20folder/auto\\_guide.pdf](http://www.ase.com/MediaLibrary/Images/PDF%20folder/auto_guide.pdf)

X. OTHER MATERIALS REQUIRED OF STUDENTS:

- A. Online Book Access to internet Subscription to Service Consultant Software (code purchased by student)