

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

Effective: Spring 2018

I. CATALOG DESCRIPTION:

AUTO C1 — AUTOMOBILE SERVICE CONSULTANT — 4.00 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. Student is advised to take Auto LABA concurrently.

2.50 Units Lecture 1.50 Units Lab

Prerequisite

AUTO INTR - Automotive Service and Introduction
 with a minimum grade of c
 (May be taken concurrently)

Grading Methods:

Letter or P/NP

Discipline:

	<u>MIN</u>
Lecture Hours:	45.00
Lab Hours:	81.00
Total Hours:	126.00

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

III. PREREQUISITE AND/OR ADVISORY SKILLS:

Before entering the course a student should be able to:

A. AUTOINTR

1. utilize and apply hazardous waste handling;
2. describe the importance of preventative maintenance and inspection procedures as they relate to the automobile;

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:

B. Labrotory Projects:

1. Locate vehicle information
2. Perform visual inspections
3. Generate RO's
4. Communications with technicians
5. Communications with customer
6. Estimate generation
7. Closing RO's
8. 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. **Lab** - Service writeup and inspection
- F. **Written exercises and case studies** - Vehicle writeups

VII. TYPICAL ASSIGNMENTS:

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

VIII. EVALUATION:

A. **Methods**

1. Exams/Tests
2. Quizzes
3. Group Projects
4. Class Participation
5. Class Work
6. Home Work
7. Lab Activities

B. **Frequency**

1. Exams/Test:One Midterm and One Final
2. Weekly Quizzes
3. Multiple Group Projects
4. Daily class participation
5. Weekly in class work
6. Weekly homework
7. Weekly lab Activity

IX. TYPICAL TEXTS:

1. Garner, Ronald, and C Garner. *The Service Consultant, Working in an Automotive Facility*. 3 ed., Delmar, 2016.
2. Bureau of Automotive Repair . Write it Right. <https://www.bar.ca.gov/pdf/writeitright.pdf> , 2015.
3. "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

X. OTHER MATERIALS REQUIRED OF STUDENTS:

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