Sinclair Community College
444 E. Third St.
Dayton, OH 45402

Master Syllabus

AUT 1111 - Automotive Management

Division: Science, Mathematics and Engineering

Department: Automotive Technology

Credit Hour Total: 2.0 **Lecture Hrs:** 2.0

Date Revised: October 2012

Course Description:

Introduction to service department as it pertains to management, service consultant, service manager and business ownership. Skill development for operating an automotive business. Become familiar with federal, state and local regulations for operating a service department.

General Education Outcomes:

- Computer Literacy
- Information Literacy
- Critical Thinking/Problem Solving
- Oral Communication
- Values/Citizenship/Community

Course Outcomes:

Vehicle identification information
Gather the proper vehicle information that is required for a well-written repair order.

Assessment Method: Written surveys and/or questionnaires
Performance Criteria: With 100% accuracy, the student will record the vehicle identification number, odometer mileage reading and the vehicle's license plate number.

Calculate labor rates
Gather the proper information to determine the hourly labor rate for an automotive repair facility.

Assessment Method: Simulations
Performance Criteria: Given the criteria for determining hourly shop labor rates, and the Services Pricing Worksheet, the student will calculate with 100% accuracy the labor rate for an automotive repair facility.

Customer communication
Through role playing activities, gather information from a customer with a problem vehicle, and correctly compose a Repair Order to industry standards.

Assessment Method: Simulations
Performance Criteria: 70% of students will correctly write a repair order to 70% accuracy to pass.

Repair facility design
Design automotive repair facility using drawings, models, power point, and/or a virtual tour presentation.

Assessment Method: Portfolios
Performance Criteria: Students must receive 70% of available points on a rubric

Outline:

Environmental behavior of employees and customers
Customer active listening and communication skill development
Dealership administration
D.I.S.C. personality profile instrument
Business ownership