

## 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

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

### 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