

Master Syllabus

AUT 2250 - Automotive Service Operations

Division: Science, Mathematics and Engineering

Department: Automotive Technology

Credit Hour Total: 8.0

Lecture Hrs: 4.0 **Lab Hrs:** 12.0

Prerequisite(s): AUT 1108 AND AUT 1114 AND AUT 1115 AND AUT 1116 AND AUT 1146 AND AUT 1165

Other Prerequisite(s): OR Approval of Department

Date Revised: December 2015

Course Description:

Actual experience in the laboratory with diagnosis, repair, use of manuals, customer relations, safety, communications, supervision and delegation of work. Automotive service facility and operation consideration. Basic hand tools required. Four classroom, twelve lab hours per week.

General Education Outcomes:

- ❑ Computer Literacy Competency
- ❑ Information Literacy Competency
- ❑ Written Communication Competency
- ❑ Critical Thinking/Problem Solving Competency
- ❑ Oral Communication Competency

Course Outcomes:

Service software program

Demonstrate accurate and complete computer skills to perform service/parts merchandising functions.

Assessment Method: Performance appraisals

Performance Criteria:

3 out of 5 on grading rubric

Develop a resume and cover letter

Demonstrate computer literacy and writing proficiency through the development of a reviewed resume and cover letter.

Assessment Method: Performance appraisals

Performance Criteria:

Student will score 70% based on the grading rubric

Vehicle diagnosis and repair

Diagnose customer concern, determine necessary action, and repair vehicles.

Assessment Method: Behavioral observations

Performance Criteria:

Scores at least 70% of possible points using the rubric grading criteria

Service management positions

Demonstrate effective management and communication skills as it pertains to an automotive service management position.

Assessment Method: Performance appraisals

Performance Criteria:

3 out of 5 on grading rubric

Outline:

Set-up and operate a Sinclair automotive service repair business

Perform service adviser job functions using customer relations and good communication skills.

Perform service/parts manager job functions, using supervisory skills

Operate a service software program for business functions.

Diagnose, service, and repair live customer vehicles applying all knowledge and skills learned in previous automotive courses.

Develop a resume and cover letter.

Develop quality and flat rate time skills toward the repair of customer vehicles.