

## 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

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### 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.