

**ATL 105 Course Outline as of Fall 2024****CATALOG INFORMATION**

Dept and Nbr: ATL 105 Title: SHOP MANAGEMENT

Full Title: Service Writing and Shop Management

Last Reviewed: 12/4/2023

Units	Course Hours per Week		Nbr of Weeks		Course Hours Total	
Maximum	2.00	Lecture Scheduled	1.50	17.5	Lecture Scheduled	26.25
Minimum	2.00	Lab Scheduled	1.50	6	Lab Scheduled	26.25
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 52.50

Total Student Learning Hours: 105.00

Title 5 Category: AA Degree Applicable

Grading: Grade or P/NP

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

**Catalog Description:**

Students will study automotive service advising, ethics, and shop management. Topics include communications, customer service, legal documents (California Bureau of Automotive Repair (BAR)), 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) Educational Foundation.

**Prerequisites/Corequisites:**

Course Completion of ATL 101

**Recommended Preparation:**

Eligibility for ENGL 1A or equivalent and MATH 25 or equivalent

**Limits on Enrollment:****Schedule of Classes Information:**

Description: Students will study automotive service advising, ethics, and shop management. Topics include communications, customer service, legal documents (California Bureau of Automotive Repair (BAR)), 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) Educational Foundation. (Grade or P/NP)

Prerequisites/Corequisites: Course Completion of ATL 101

Recommended: Eligibility for ENGL 1A or equivalent and MATH 25 or equivalent

Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

### **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:

<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
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<b>CSU Transfer:</b>	Effective:	Inactive:
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<b>UC Transfer:</b>	Effective:	Inactive:
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**CID:**

**Certificate/Major Applicable:**

Both Certificate and Major Applicable

### **COURSE CONTENT**

**Student Learning Outcomes:**

At the conclusion of this course, the student should be able to:

1. Prepare initial, revised, and final repair orders in compliance with California BAR law
2. Manage customers and employees in workplace situations according to ASE Education Foundation standards
3. Demonstrate the skills necessary to pass the Automotive Service Excellence (ASE) C1 Automobile Service Consultant certification test

**Objectives:**

At the conclusion of this course, the student should be able to:

1. Prepare initial repair orders in compliance with California BAR law
2. Estimate parts and labor charges
3. Carry out routine shop procedures such as: requisition parts, dispatch work to technicians, and contact customers
4. Revise and close out repair orders in compliance with California BAR law
5. Successfully and ethically manage customers and employees in workplace situations
6. Qualify to enter the automotive trade as an entry-level service management employee
7. Read and interpret workplace documents
8. Use mathematic principles in common work scenarios
9. Accurately follow instructions

**Topics and Scope:**

This course complies with ASE Education Foundation standards

- I. Personal Standards Expected in the Workplace

- A. Appropriate dress, language use, and manners suitable to the workplace
  - B. Reporting to work on time
  - C. Proper personal hygiene
  - D. Employment eligibility criteria such as drug/alcohol-free status, clean driving record, etc.
  - E. Honesty, integrity, and reliability
- II. Implementing Good Work Habits and Ethics
- A. Scientific, technical, engineering and mathematics principles and reasoning
  - B. Addressing the needs of customers, and providing helpful courteous service
  - C. Implementation of a productive plan of work
  - D. Workplace policies and laws
  - E. Resolving problems that arise during the course of a workday
  - F. Working successfully as a member of a work team
  - G. Assisting others as requested in the workplace
  - H. Working well with customers and other employees
  - I. Negotiating solutions to interpersonal and workplace conflicts
  - J. Interpreting workplace documents
  - K. Contributing ideas and demonstrating initiative in the workplace
  - L. Communication (both verbally and in writing) with customers and coworkers
  - M. Following instructions successfully
- III. Demonstrating the Skills Necessary to Work as a Service Advisor or Manager
- A. Preparing repair orders in compliance with California BAR law
  - B. Estimating parts and labor charges
  - C. Shop procedures such as: requisition parts, dispatch work to technicians, and contact customers
  - D. Revise and close out repair orders in compliance with California BAR law
  - E. Ethical management of customers and employees in workplace situations
  - F. Skills necessary to pass the Automotive Service Excellence (ASE) C1 Automobile Service Consultant certification test
  - G. Qualifications to enter the automotive trade as an entry level service management employee
  - H. Work within a typical automotive financial software system performing typical tasks
    1. Enter bookkeeping information
    2. Print financial reports, such as profit/loss statements
    3. Look up technician productivity figures
    4. Open and close customer repair orders
    5. Estimate parts and labor costs for needed repairs
    6. Calculate gross profit and net profit
    7. Use software for data mining of various facts and trends
  - I. Work with the rules and procedures of various regulatory agencies
    1. California Bureau of Automotive Repair (BAR)
    2. Environmental Protection Agency (EPA)
    3. Occupational Safety and Health Administration (OSHA)
    4. California Department of Motor Vehicles (DMV)

All topics are covered in the lecture and lab portions of the course.

### **Assignment:**

Lecture-Related Assignments:

1. Weekly reading (10-25 pages)
2. Worksheets from reading assignments
3. Exam(s) and final

**Lab-Related Assignments:**

1. Class assignments with worksheets
2. Service estimates creation if assigned by instructor
3. Work log(s)

**Methods of Evaluation/Basis of Grade:**

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Worksheets from reading assignments; work log(s)	Writing 10 - 20%
<b>Problem Solving:</b> Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.	
Class assignments with worksheets	Problem solving 10 - 20%
<b>Skill Demonstrations:</b> All skill-based and physical demonstrations used for assessment purposes including skill performance exams.	
Service estimates creation	Skill Demonstrations 0 - 10%
<b>Exams:</b> All forms of formal testing, other than skill performance exams.	
Exam(s) and final	Exams 50 - 70%
<b>Other:</b> Includes any assessment tools that do not logically fit into the above categories.	
Participation	Other Category 0 - 10%

**Representative Textbooks and Materials:**

- Service Advising and Management. LaRosa, Gary. Jones & Bartlett Learning. 2020.  
Write it Right. Department of Consumer Affairs. Bureau of Automotive Repair. 2019 (classic)  
Instructor prepared materials