

CATALOG INFORMATION

Dept and Nbr: AUTO 120 Title: AUTO SERVICE ADVISOR
Full Title: Automotive Service Advisor, Business Ethics, and Management
Last Reviewed: 2/24/2020

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	2.00	Lecture Scheduled	2.00	17.5	Lecture Scheduled	35.00
Minimum	2.00	Lab Scheduled	0	6	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	2.00		Contact Total	35.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 70.00

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:
This course provides studies in automotive service advising, ethics, and management. Topics include business ethics, customer interaction, preparation of service documents, estimating job bids in accordance with California legal requirements: Bureau of Automotive Repair (BAR), conflict resolution, and delivery of the vehicle to the customer.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 or ESL 100 or appropriate placement based on AB705 mandates; AND Completion of CS 5; AND Completion of AUTO 80 or DET 179

Limits on Enrollment:

Schedule of Classes Information:
Description: This course provides studies in automotive service advising, ethics, and management. Topics include business ethics, customer interaction, preparation of service documents, estimating job bids in accordance with California legal requirements: Bureau of Automotive Repair (BAR), conflict resolution, and delivery of the vehicle to the customer.

(Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100 or appropriate placement based on AB705 mandates; AND Completion of CS 5; AND Completion of AUTO 80 or DET 179

Limits on Enrollment:

Transfer Credit:

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

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:
IGETC:	Transfer Area	Effective:	Inactive:
CSU Transfer:		Effective:	Inactive:
UC Transfer:		Effective:	Inactive:

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 law
2. Manage customers and employees in workplace situations according to NATEF (National Automotive Technicians Education Foundation) Standards 7.9 and 7.10
3. Demonstrate the skills necessary to pass the ASE (Automotive Service Excellence) Automobile Service Consultant exam (C1)

Objectives:

Student will be able to:

1. Prepare initial repair orders in compliance with California 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 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 National Automotive Technicians Education Foundation (NATEF) training standards as of 2015.

- I. Personal Standards Expected in the Workplace (NATEF Standard 7.9)

- 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 (NATEF Standard 7.10)
 - A. Scientific, technical, engineering and mathematics principles and reasoning
 - B. Addressing the needs of customers, and provide 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 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 law
 - E. Ethical management of customers and employees in workplace situations
 - F. Skills necessary to pass the ASE (Automotive Service Excellence) Automobile Service Consultant exam (C1)
 - 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 such as:
 - 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 such as:
 - 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)

Assignment:

- 1. Reading, approximately 10 - 25 pages per week
- 2. Worksheets from reading assignments
- 3. In-class assignments with worksheets
- 4. Service estimates creation
- 5. Work log

6. Exams and Final

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.

Work log and service estimates

Writing
10 - 20%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Worksheets and service estimates

Problem solving
5 - 10%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Lab assignments with worksheets and service estimates

Skill Demonstrations
10 - 20%

Exams: All forms of formal testing, other than skill performance exams.

Exams and Final

Exams
50 - 75%

Other: 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. CDX Learning Systems. 2020

Write it Right. Bureau of Automotive Repair. 2019

Instructor prepared materials