

El Paso Community College

Syllabus

Part II

Official Course Description

SUBJECT AREA	<u>Automotive Technology</u>
COURSE RUBIC AND NUMBER	<u>AUMT 2310</u>
COURSE TITLE	<u>Automotive Service Consultant</u>
COURSE CREDIT HOURS	<u>3 2 : 4</u> Credits Lec Lab

I. **Catalog Description**

Automotive service consulting skills and procedures. Includes vehicle identification, product knowledge, shop operations, warranty service contracts, communications, customer relations, internal relations, and sales skills. Emphasizes courtesy, professionalism, and communications. Covers the use of the flat rate manual. Provides hands-on experience in diagnostic and service repair procedures. Prepares students for employment in the automotive industry and serves as a precursor for Automotive Service Excellence (ASE) exams and eventual automotive technician certification in chosen areas. **Prerequisites: AUMT 2313 and AUMT 2325 and AUMT 2334. (2:4). Lab fee.**

II. **Course Objectives**

- A. Unit I. Shop Safety
 - 1. Work safely in an automotive shop.
 - 2. Explain laws regarding hazardous materials in the shop.

- B. Unit II. Business Practices
 - 1. Demonstrate computer skills according to industry standards
 - 2. Write Work Orders.
 - 3. Use Flat Rate Manuals.
 - 4. Demonstrate efficient work habits.
 - 5. Interpret technical manuals.
 - 6. Identify proper tools and equipment for the job.

- C. Unit III. Customer Relations
 - 1. Listen to customer concern.
 - 2. Verify concern and recommend repair.
 - 3. Evaluate warranty provisions and advise customer.
 - 4. Demonstrate proper written and oral skills.
 - 5. Determine correct service interval and advise customer.

- D. Unit IV. Salesmanship
 - 1. Listen to customer concern
 - 2. Follow strategy-based diagnostic procedure.
 - 3. Justify repair. Identify worn, defective, unsafe, defective, or failed components.
 - 4. Explain necessity of repair or service to the customer.

5. Close the sale.
- E. Unit V. Preventative Maintenance Service
1. Inspect fluid levels, electrical system, belts, hoses, etc.
 2. Inspect vehicle control and safety systems.
 3. Change / flush fluids and filters.
 4. Use electronic and computerized test equipment.
 5. Use pressure gauges.
 6. Use proper tools and procedures.
 7. Verify repairs.
 8. Demonstrate proper use of vehicle lift.
 9. Maintain safe / clean environment.
 10. Obtain repair information and specs from manuals and computers.
 11. Use wiring diagrams while diagnosing electrical problems.
 12. Use a strategy based diagnostic procedure while solving customer concerns.
 13. Document service or repair procedure on the Work Order or Lab Report.
 14. Compare actual time spent on a repair to flat rate time.
 15. Demonstrate efficiency from start to finish of the job.
 16. Explain brake liability issues.
 17. Perform general automotive service.
- F. Unit VI. Shop Organization
1. Explain how to increase efficiency in the shop.
 2. Maintain a clean and neat work environment.
 3. Develop a mock Automotive Service Business.
 4. Design a floor plan for the business.
 5. Determine shop equipment cost for the business.
- G. Unit VII. Business Principles
1. Explain why time is the only commodity for sale.
 2. Explain Flat Rate.
 3. Determine posted flat rate price.
 4. Compare posted rate and effective rate.
 5. Describe available hours.
 6. Describe billable hours
 7. Calculate parts to labor ratio.
 8. Determine technician efficiency.
 9. Determine technician proficiency.
 10. Explain how a business can make a profit.
- H. Unit VIII. Preparing for Employment
1. Participate in formal training after employment
 2. Obtain ASE and other types of certifications.
 3. Demonstrate efficiency.
 4. Document repairs.
 5. Demonstrate communication skills.
 6. Recognize safety hazards.
 7. Identify medical emergency procedures.
 8. Interpret MSDS.
 9. Demonstrate a proper attitude.
 10. Prepare a portfolio of degrees, transcript, certificates, resume, etc.

III. THECB Learning Outcomes (WECM)

1. Describe automotive service business operations.
2. Use effective customer communication skills.
3. Interpret vehicle maintenance and service concerns.

IV. Evaluation

- A. Unit Exams and written work count 40% of final grade.
- B. Lab performance counts 60% of final grade.
- C. Grading Scale

A = 90 - 100
B = 80 - 89
C = 70 - 79
D = 60 - 69
E = 60 - below

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.

VII. Title IX and Sex Discrimination

Title 9 (20 U.S.C. 1681 & 34 C.F.R. Part 106) states the following "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance." The Violence Against Women Act (VAWA) prohibits stalking, date violence, sexual violence, and domestic violence for all students, employees and visitors (male and female). If you have any concerns related to discrimination, harassment, or assault (of any type) you can contact the Assistant to the Vice President for Student and Enrollment Services at 915-831-2655. Employees can call the Manager of Employee Relations at 915-831-6458. Reports of sexual assault/violence may also be reported to EPCC Police at 915-831-2200.