

## CUYAMACA COLLEGE OFFICIAL COURSE OUTLINE

### AUTOMOTIVE TECHNOLOGY 180 – AUTOMOTIVE SERVICE ADVISOR

1 hour lecture, 1 unit

#### **Catalog Description**

Prepares the student for working as a service advisor for a large independent garage or dealership. Covers service procedures, customer relations, repair orders and warranty policies.

#### **Prerequisite**

None

#### **Course Objectives**

Students will be able to:

- 1) Acquire knowledge of dealership service procedures and policies
- 2) Develop customer relations techniques
- 3) Understand manufacturers warranty policies
- 4) Develop communication skills with the technician

#### **Special Materials Required of Student**

Notebook, required textbook

#### **Minimum Instructional Facilities**

- 1) Classroom with projection screen, VCR/monitor
- 2) Automotive transparencies, PowerPoint presentations, CD/DVD videos
- 3) SMART classroom-

#### **Course Content**

- 1) Introduction
- 2) Responsibility
- 3) Purposes and types of repair orders
- 4) Communication with technician and customer
- 5) Warranty policies
- 6) Company service policies
- 7) Service controls
- 8) Repair order routing and processing
- 9) Service procedures
- 10) Vehicle owner relations

#### **Method of Instruction**

- 1) Lecture and demonstration
- 2) Field trips
- 3) Guest speakers

#### **Method of Evaluation**

A grading system will be established by the instructor and implemented uniformly. Grades will be based on demonstrated proficiency in subject matter determined by multiple measurements for evaluation, one of which must be essay exams, skills demonstration or, where appropriate, the symbol system.

- 1) Quizzes and written exams
- 2) Participation
- 3) Field trip critique

#### **Texts and References**

- 1) Required: State of California, Write it Right.
- 2) Supplemental: None