

Department:

Automotive Technology

Course Description:

This auto service management course is an interactive lecture course which covers essentials and rationale for service management. Auto service management teaches shop safety, safety planning, and personal planning with sections on supervising and customer and staff relations.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Sample profit and loss statement and identify areas of concern.
2. Show examples of techniques used in dealing with difficult customers.
3. Develop and design a shop flyer, including shop specials.
4. Explain the difference between specialty and general shops and explain how these affect shop design.
5. Identify appropriate telephone techniques.

Course Content:

- A. Shop Profit/Loss Statements
- B. Identify components of good customer and staff relations
- C. Demonstrate a basic understanding of effective shop advertising
- D. Identify basic principles of shop layout and design.

Learning Assessments:

Assessments may include: Quizzes, tests, project work, demonstrated competence, instructor observation, weekly assignments and/or written papers.

Instructional Materials:

Textbook: Halderman, J. (2020). *Automotive Technology: Principles, Diagnosis, and Service* (6th ed.). Pearson. ISBN-13: 978-0135257272

Lab Manual: Halderman, J. (2020). *ASE Correlated Task Sheets for Automotive Technology* (6th ed.). Pearson. ISBN-13: 978-0135257418

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be

provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).