Department:

Automotive Technology

Course Description:

This interactive course covers the essentials and rationale for service management. The course covers shop safety, safety planning, personal planning, supervising, and customer and staff relations.

Course Competencies:

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

1. Sample profit and loss statements and identify areas of concern.
2. Demonstrate 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 and demonstrate appropriate telephone techniques.

Course Content:

A. Shop Profit and Loss Statements
B. Customer and Staff Relations
C. Effective Shop Advertising
D. Basic Principles of Shop Layout and Design.

Learning Assessments:

Assessments may include quizzes, tests, project work, demonstrations, observations, weekly assignments, and written papers.

Instructional Materials:


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.

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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” at this link: https://highlandcc.edu/pages/disability-services.

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.