



# ILLINOIS VALLEY COMMUNITY COLLEGE

## COURSE OUTLINE

**DIVISION: Workforce Development**

**COURSE: ATO 1270 Service Management**

Date: Spring 2022

Credit Hours: 1

*Complete all that apply or mark "None" where appropriate:*

Prerequisite(s): None

Enrollment by assessment or other measure?  Yes  No

If yes, please describe:

Corequisite(s): None

Pre- or Corequisite(s): None

Consent of Instructor:  Yes  No

Delivery Method:  **Lecture**                      **1 Contact Hours** (1 contact = 1 credit hour)  
 **Seminar**                              **0 Contact Hours** (1 contact = 1 credit hour)  
 **Lab**    **0 Contact Hours** (2-3 contact = 1 credit hour)  
 **Clinical**                                      **0 Contact Hours** (3 contact = 1 credit hour)  
 **Online**  
 **Blended**  
 **Virtual Class Meeting (VCM)**

Offered:  **Fall**     **Spring**     **Summer**

**CATALOG DESCRIPTION and IAI NUMBER (if applicable):**

This class deals with management principles as they relate to the automotive service industry. Topics covered include: resume writing, job interviewing, formation of a business, hiring and firing personnel, small business bookkeeping, job estimating, profitability, insurance, EPA and OSHA regulations, and computer management systems.

## **ACCREDITATION STATEMENTS AND COURSE NOTES:**

The Automotive Technology program at Illinois Valley Community College is a ASE Education Foundation Master Certified Automotive Technology Program.

The program goes through an on-site evaluation every five years and the ASE Education Foundation tasks that are taught in this course are also updated every five years to align with any changes made by the ASE Education Foundation national automotive advisory council.

## **COURSE TOPICS AND CONTENT REQUIREMENTS:**

- I. Resume Writing and Job Interviewing
  - A. Purpose
  - B. Resume
  - C. Cover letter
  - D. Job application
  - E. References
  - F. Transcripts
- II. Interviewing Techniques
  - A. Preparing for an interview
  - B. Type of interviews
  - C. Types of questions asked
  - D. Types of questions to ask
  - E. Interviewing tips
- III. Running a Business
  - A. Measuring a technician's performance
    1. Productivity
    2. Efficiency
    3. Number of come-backs
    4. Experience
    5. Training
    6. Attitude
    7. Aptitude
- IV. Relationships
  - A. Common Pay Plans
    1. Hourly
    2. Flat Rate
    3. Salary (weekly, biweekly, monthly)
    4. Incentives
      - a. Percentage of labor sales
      - b. Percentage of parts sales
      - c. Based on technicians productivity
      - d. Profit sharing
  - B. Employee Handbook
    1. Company background and philosophy
    2. Employee Expectations
      - a. hours of work, breaks, lunch
      - b. holidays
      - c. vacations
      - d. union membership
      - e. evaluation

- f. termination
  - 3. Benefits
    - a. insurance
    - b. retirement
    - c. social security
    - d. personal use of shop & equipment
  - 4. Safety
  - 5. Training
  - 6. Rules and Regulations
    - a. Scheduling Cars
    - b. Record keeping
    - c. Customer relations
    - d. Computerized Management Systems
    - e. Advertising
      - 1. Direct mailing
      - 2. Newspaper, radio and local television
      - 3. Computer generated service reminders
      - 4. Specials
- V. Insurance
- A. Liability Insurance
    - 1. Aggregate basis
    - 2. Single-occurrence basis
  - B. Garage Keepers Liability Insurance
    - 1. Primary basis
    - 2. Secondary basis
  - C. Fire Insurance
  - D. Business Income Interruption Insurance
  - E. Workman's Compensation Insurance
    - 1. Purpose
    - 2. Individuals rights
    - 3. Services offered
  - F. Umbrella Policies
- VI. OSHA Regulations
- A. Right to Know Standard
    - 1. Hazardous Materials
  - B. Employers responsibility
  - C. Employee Training
    - 1. Burden of Proof
  - D. Documentation
  - E. MSDS Sheets
  - F. Provide Safety Equipment
  - G. Inspections
    - 1. Right of refusal
  - H. Responsibility
    - 1. Cradle to Grave
- VII. EPA Rules and Regulations
- A. Pollution Prevention
  - B. Waste Stream
    - 1. Mechanical Waste

- 2. Ignitable Waste
- 3. Corrosive Waste
- 4. Toxic
- C. How to manage common automotive wastes
  - 1. Used oil
  - 2. Used oil Filters
  - 3. Anti-freeze
  - 4. Used batteries
  - 5. Absorbents and shop rags
  - 6. asbestos
- VIII. Pricing Parts
  - A. MSRP - Manufacturer's suggested retail price
  - B. Mark-up Percentage
  - C. Gross profit percentage
  - D. Common parts mark-up scales
  - E. Keystoning
  - F. Ways to increase parts profit
- IX. Pricing Labor (labor rates)
  - A. Technician efficiency
  - B. Billable hours
  - C. Effective hourly cost
    - 1. Fixed costs
    - 2. Variable costs
  - D. Job Costing
- X. Role of the Service Manager
  - A. Administration
  - B. Supervision
  - C. Customer relations
  - D. Staff relations
  - E. Hiring and firing

**INSTRUCTIONAL METHODS:**

- 1. Lecture
- 2. Power Point Presentations
- 3. Guest speakers
- 4. Videos
- 5. S/P2 On-line training
- 6. Quizzes

**EVALUATION OF STUDENT ACHIEVEMENT:**

- 1. Satisfactory performance on written exams
- 2. Completion of Assignments
- 3. Attendance
- 4. Attitude
- 5. Class participation
- 6. Quizzes

## **INSTRUCTIONAL MATERIALS:**

### **Textbooks**

1. S/P 2 – Online Safety Software

### **Resources**

None

## **LEARNING OUTCOMES AND GOALS:**

### **Institutional Learning Outcomes**

- 1) Communication – to communicate effectively;
- 2) Inquiry – to apply critical, logical, creative, aesthetic, or quantitative analytical reasoning to formulate a judgement or conclusion;
- 3) Social Consciousness – to understand what it means to be a socially conscious person, locally and globally;
- 4) Responsibility – to recognize how personal choices affect self and society.

### **Course Outcomes and Competencies**

#### **Upon completion of the course, the student will be able to:**

- I. Resume Writing and Job Interviewing -
  - A. Prepare a resume and cover letter which includes references and transcripts.
  - B. List three different types of interviews.
  - C. List five questions that might be asked by the interviewer.
  - D. List five questions that might be asked by the person seeking the position.
  - E. Describe the correct attire for an interview.
- II. Hiring and Firing Personnel -
  - A. Describe how to interview a person for a position as an automotive technician.
  - B. Define termination plan.
  - C. List what information might be found in a good termination plan.
  - D. Describe how an employee performance evaluation can help provide important feedback.
- III. Pay Plans -
  - A. Describe the three common payment plans used in automotive repair businesses.
  - B. Define flat rate.
  - C. Describe how the flat rate guide is used for determining customer charges and mechanics pay.
  - D. List three incentives that might be used to increase technicians productivity.
- IV. Workman's Compensation -
  - A. Describe the purpose of workman's compensation.
  - B. List the services offered by workman's compensation.
- V. Running a Business -
  - A. Explain the different types of advertising.
  - B. Define employee handbook.
  - C. List five items that might be found in a good employee handbook.
  - D. Explain the ethical aspects of running an automotive repair facility.
  - E. Explain the similarities and differences of operating a service station, an independent garage, a specialty shop, a parts business and a dealership.
  - F. Explain how to schedule cars for service.
  - G. Explain value-added services.

- H. Explain the advantages of a computerized automotive management system.
- I. Describe the features that are most desirable on a computerized management system.
- J. Explain your liability as an owner of an automotive repair facility to follow EPA rules and regulations.
- K. Explain the information found on MSDS (material safety data sheets) and where MSDS sheets should be located in the shop.
- L. Define billable hours.
- M. Explain how to determine the desired mark up on parts using the MSRP (manufacturers suggested retail price).
- N. Describe the different types of insurance coverage needed by an automotive business.

## **FOUNDATIONAL TASKS – 2022**

### **Preparing for Vehicle Service**

1. Identify information needed and the service requested on a repair order.
2. Identify purpose and demonstrate proper use of vehicle protection such as: fender covers, mats, seat, and steering wheel covers.
3. Perform a vehicle walk-around inspection; identify and document existing vehicle conditions such as body damage, paint damage, windshield damage.
4. Perform a vehicle multi-point inspection and complete a vehicle inspection report.
5. Demonstrate use of the three C's (concern, cause, and correction).
6. Create a plan of action for each specific service or diagnostic situation.
7. Review vehicle service history.
8. Complete work order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction.

### **Preparing Vehicle for Customer**

1. Ensure vehicle is prepared to return to customer per school/company policy (floor mats, steering wheel cover, etc.).