



ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Workforce Development

COURSE: ATO 1270 – Service Management

Date: Fall 2016

Credit Hours: 1

Prerequisite(s): None

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

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

IAI Equivalent –**Only for Transfer Courses**-go to <http://www.itransfer.org>:

CATALOG DESCRIPTION:

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.

GENERAL EDUCATION GOALS ADDRESSED

[See last page for Course Competency/Assessment Methods Matrix.]

Upon completion of the course, the student will be able:

[Choose up to three goals that will be formally assessed in this course.]

- To apply analytical and problem solving skills to personal, social and professional issues and situations.
- To communicate successfully, both orally and in writing, to a variety of audiences.
- To construct a critical awareness of and appreciate diversity.
- To understand and use technology effectively and to understand its impact on the individual and society.
- To work and study effectively both individually and in collaboration with others.
- To understand what it means to act ethically and responsibly as an individual in one's career and as a member of society.
- To develop and maintain a healthy lifestyle physically, mentally, and spiritually.
- To appreciate the ongoing values of learning, self-improvement, and career planning.

EXPECTED LEARNING OUTCOMES AND RELATED COMPETENCIES:

[Outcomes related to course specific goals. See last page for more information.]

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.

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 (Pollution)
- 6. Quizzes

INSTRUCTIONAL MATERIALS:

1. Handout materials
2. S/P2 on-line training (Polution)
3. Power Point Presentations

STUDENT REQUIREMENTS AND METHODS OF EVALUATION:

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

OTHER REFERENCES

Course Competency/Assessment Methods Matrix

ATO 1270 – Service Management	Assessment Options																															
<p>For each competency/outcome place an “X” below the method of assessment to be used.</p>	Assessment of Student Learning	Article Review	Case Studies	Group Projects	Lab Work	Oral Presentations	Pre-Post Tests	Quizzes	Written Exams	Artifact Self Reflection of Growth	Capstone Projects	Comprehensive Written Exit Exam	Course Embedded Questions	Multi-Media Projects	Observation	Writing Samples	Portfolio Evaluation	Real World Projects	Reflective Journals	Applied Application (skills) Test	Oral Exit Interviews	Accreditation Reviews/Reports	Advisory Council Feedback	Employer Surveys	Graduate Surveys	Internship/Practicum /Site Supervisor Evaluation	Licensing Exam	In Class Feedback	Simulation	Interview	Written Report	Assignment
<p>Assessment Measures – Are direct or indirect as indicated. List competencies/outcomes below.</p>	Direct/ Indirect	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	I	I	I	I	D	D						
<p>Resume Writing and Job Interviewing - Prepare a resume and cover letter which includes references and transcripts.</p>																X																X
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