

## Clackamas Community College

### Online Course/Outline Submission System

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#### Section #1 General Course Information

**Department:** Automotive Technology: Auto Mechanics

**Submitter**

First Name: Rick

Last Name: Lockwood

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**Course Prefix and Number:** AM - 228

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**# Credits:** 4

**Contact hours**

Lecture (# of hours): 44

Lec/lab (# of hours):

Lab (# of hours):

Total course hours: 44

For each credit, the student will be expected to spend, on average, 3 hours per week in combination of in-class and out-of-class activity.

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**Course Title:** Service Shop Management

**Course Description:**

Course designed to familiarize students with the responsibilities of the parts manager, service manager and service writer and the day to day responsibilities of operating a business.

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**Type of Course:** Career Technical Preparatory

Is this class challengeable?

No

Can this course be repeated for credit in a degree?

No

Is general education certification being sought at this time?

**No**

Does this course map to any general education outcome(s)?

**No**

Is this course part of an AAS or related certificate of completion?

**Yes**

**Name of degree(s) and/or certificate(s):** Automotive Service Technology AAS

Are there prerequisites to this course?

**No**

Are there corequisites to this course?

**No**

Are there any requirements or recommendations for students taken this course?

**Yes**

**Recommendations:** MTH-050 or higher.

**Requirements:** None.

Are there similar courses existing in other programs or disciplines at CCC?

**No**

Will this class use library resources?

**Yes**

**Have you talked with a librarian regarding that impact?**

**No**

Is there any other potential impact on another department?

**No**

Does this course belong on the Related Instruction list?

**No**

GRADING METHOD:

A-F or Pass/No Pass

**Audit: Yes**

When do you plan to offer this course?

✓ Spring

Is this course equivalent to another?

If yes, they must have the same description and outcomes.

No

Will this course appear in the college catalog?

Yes

Will this course appear in the schedule?

Yes

Student Learning Outcomes:

Upon successful completion of this course, students should be able to:

1. summarize basic business, leadership and management skills used to accomplish service department goals,
2. understand and demonstrate profit margins,
3. understand and summarize all legalities that are required as a shop owner.

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***This course does not include assessable General Education outcomes.***

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Major Topic Outline:

1. Introduction, Use of Financial Information.
  - A. Balance Sheet.
  - B. Income Statement.
  - C. Statement of Cash Flow.
2. Personnel Management.
  - A. Hiring and Firing.
  - B. Motivational Tools.
  - C. Job Descriptions.
  - D. Policies and Procedures Manual.
3. Operations Management.
  - A. Mission Statement.
  - B. Setting Goals and Objectives.
  - C. Business Plan.
  - D. Sales and Marketing.
  - C. Facilities.
4. Customers Relations.
  - A. Business Philosophy.
  - B. The Customer as an Asset.
  - C. Dealing with Upset Customers.

**5. Service Advisors.****A. Service Advisors Responsibilities.**

1. Greeting the Customer.
2. Writing the Repair Order.
3. Communicating With Technicians.
4. Delivering the Vehicle.

**B. Communicating with Customers.**

1. Questioning and Listening Skills.
2. Relating to the Customer.

**C. Technical Knowledge.**

1. Sources of Technical Information.
2. Technical Information as a Sales Tool.

**D. Selling Needed Services.**

1. Selling is Helping the Customer.
2. Overcoming Sales Obstacles.

**6. Shop Safety and Permit Requirements.****A. Legal Requirements.****B. OSHA.**

Does the content of this class relate to job skills in any of the following areas:

- |                                      |           |
|--------------------------------------|-----------|
| 1. Increased energy efficiency       | <b>No</b> |
| 2. Produce renewable energy          | <b>No</b> |
| 3. Prevent environmental degradation | <b>No</b> |
| 4. Clean up natural environment      | <b>No</b> |
| 5. Supports green services           | <b>No</b> |

Percent of course: 0%

First term to be offered:

**Next available term after approval**

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