


# Automotive Technology 5<sup>th</sup> Edition




## Chapter 4 Working as Professional Service Technician Opening Your Class

KEY ELEMENT	EXAMPLES
<b>Introduce Content</b>	This Automotive Technology 5 <sup>th</sup> text provides complete coverage of automotive components, operation, design, and troubleshooting. It correlates material to task lists specified by ASE and NATEF and emphasizes a problem-solving approach. Chapter features include Tech Tips, Frequently Asked Questions, Real World Fixes, Videos, Animations, and NATEF Task Sheet references.
<b>Motivate Learners</b>	Explain how the knowledge of how something works translates into the ability to use that knowledge to figure why the engine does not work correctly and how this saves diagnosis time, which translates into more money.
<b>State the learning objectives for the chapter or course you are about to cover and explain this is what they should be able to do as a result of attending this session or class.</b>	Explain the chapter learning objectives to the students as listed on the second SLIDE. <ol style="list-style-type: none"><li>1. Discuss how to start a new job.</li><li>2. Describe the type and pricing of parts.</li><li>3. Describe the advantages of having a mentor.</li><li>3. Explain how a mentor can improve on-the-job learning.</li><li>4. Discuss the role of the trainee with a mentor.</li><li>5. Explain formal and informal evaluations.</li></ol>
<b>Establish the Mood or Climate</b>	Provide a <b>WELCOME</b> , Avoid put downs and bad jokes.
<b>Complete Essentials</b>	Restrooms, breaks, registration, tests, etc.
<b>Clarify and Establish Knowledge Base</b>	Do a round robin of the class by going around the room and having each student give their backgrounds, years of experience, family, hobbies, career goals, or anything they want to share.

**NOTE: This lesson plan is based on the 5<sup>th</sup> Edition Chapter Images found on Jim's web site @ [www.jameshalderman.com](http://www.jameshalderman.com)**

**LINK CHP 4: [ATE5 CHAPTER IMAGES](#)**

ICONS	Ch4 Working as Technician
	<p><b>1. SLIDE 1 TITLE SLIDE Ch04 Working as Professional Service Technician</b></p> <p><b>2. SLIDE 2 FIGURE 4.1</b> When answering the telephone, be sure to have paper and pen or pencil handy to record the customer information.</p> <p><b>Check for ADDITIONAL VIDEOS &amp; ANIMATIONS @ <a href="http://www.jameshalderman.com/">http://www.jameshalderman.com/</a> WEB SITE IS CONSTANTLY UPDATED</b></p> <p><b>PLAY VIDEOS</b>  <a href="http://www.youtube.com/watch?v=CDTII7MYTLK">HTTP://WWW.YOUTUBE.COM/WATCH?V=CDTII7MYTLK</a>  <a href="http://www.youtube.com/watch?v=IQ0EZHMLHVY">HTTP://WWW.YOUTUBE.COM/WATCH?V=IQ0EZHMLHVY</a>  <a href="http://www.youtube.com/watch?v=H2ATYAWB9NK">HTTP://WWW.YOUTUBE.COM/WATCH?V=H2ATYAWB9NK</a></p> <p><b>COMMUNICATION: IN-CLASS ACTIVITY ON ROLE-PLAYING. HAVE STUDENTS DISCUSS DOS &amp; DON'T OF TELEPHONE COMMUNICATION. ASK STUDENTS TO ROLE PLAY NON-VERBAL COMMUNICATION CUES</b></p> <p><b>HOLD DISCUSSION ON 3 C'S: CONCERN, CAUSE, CORRECTION: students practice 3 Cs by role-playing tech &amp; cust.</b></p> <p><b>3. SLIDE 3 FIGURE 4.2</b> If you smile while talking on the telephone, your attitude will be transmitted to the customer.</p> <p><b>4. SLIDE 4 FIGURE 4.3</b> Note the skill levels of the technician and the extra time that should be added if work is being performed on a vehicle that has excessive rust or other factors as stated in the time guide.</p> <p><b>HOLD DISCUSSION ON TEAMWORK: discuss concept of teamwork in a dealer setting</b></p> <p><b>5. SLIDE 5 JOB EVALUATION SAMPLE</b></p>

<b>ICONS</b>	<b>Ch4 Working as Technician</b>
  	<p><b>HOLD DISCUSSION ON PERFORMANCE EVALUATIONS ASK STUDENTS TO TALK ABOUT CRITERIA FOR EVALUATING JOB PERFORMANCE IN AN AUTOMOTIVE SHOP ALONG WITH THE DIFFERENCE BETWEEN A FORMAL &amp; INFORMAL EVALUATION. ASK QUESTION: WHAT CRITERIA CAN BE USED IN AN INFORMAL EVALUATION?</b></p> <p><b>COMPLETE WORK ORDER (A1 THROUGH A-1-A1) TASK SHEET</b></p> <p><b>CROSSWORD PUZZLE (MICROSOFT WORD) (PDF)</b> <b>WORD SEARCH PUZZLE (MICROSOFT WORD) (PDF)</b></p>