

Automotive Technology 6th Edition

Chapter 2 Careers in Automotive Service Industry






Opening Your Class

KEY ELEMENT	EXAMPLES
Introduce Content	This Automotive Technology 6th text provides complete coverage of automotive components, operation, design, and troubleshooting. It correlates material to task lists specified by ASE and ASEEducation (NATEF) and emphasizes a problem-solving approach. Chapter features include Tech Tips, Frequently Asked Questions, Case Studies, Videos, Animations, and ASEEducation (NATEF) Task Sheets.
Motivate Learners	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.
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.	Explain the chapter learning objectives to the students as listed: <ol style="list-style-type: none"> 1. Discuss the need for servicing vehicles and the sites at which servicing is performed. 2. Discuss the various service-related positions and the level of training and experience needed for each position. 3. Explain the relationship of the service advisor and the service manager to others in a shop. 4. Discuss the various positions in an automotive service industry and explain the arrangement of its organization.
Establish the Mood or Climate	Provide a <i>WELCOME</i> , Avoid put downs and bad jokes.
Complete Essentials	Restrooms, breaks, registration, tests, etc.
Clarify and Establish Knowledge Base	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 6th Edition Chapter Images found on Jim's web site @ www.jameshalderman.com

DOWNLOAD Chapter 2 Chapter Images: From <http://www.jameshalderman.com/>

[automotive_principles.html](http://www.jameshalderman.com/automotive_principles.html)NOTE: You can use Chapter Images or possibly Power Point files:

ICONS	CH2 Careers in Automotive Industry
    	<p>1. SLIDE 1 TITLE SLIDE Careers in the Automotive Service Industry</p> <p>Check for ADDITIONAL VIDEOS & ANIMATIONS @ http://www.jameshalderman.com/ WEB SITE IS CONSTANTLY UPDATED</p> <p>http://www.jameshalderman.com/automotive_principles.html</p> <p>DOWNLOAD</p> <p>Crossword Puzzle (Microsoft Word) (PDF)</p> <p>Word Search Puzzle (Microsoft Word) (PDF)</p> <p>HOLD DISCUSSION TO PROVIDE REASONS FOR GROWING NEED FOR AUTOMOTIVE TECHNICIANS</p> <p>2. SLIDE 2 Figure 2-1 EXPLAIN service technician checking for a noise of a vehicle in a new-vehicle dealership service department.</p> <p>3. SLIDE 3 Figure 2-2 EXPLAIN typical independent service facility. Independent garages often work on a variety of vehicles and perform many different types of vehicle repairs and service. Some independent garages specialize in just one or two areas of service work or in just one or two makes of vehicles.</p> <p>4. SLIDE 4 FIGURE 2-3 EXPLAIN This NAPA parts store also performs service work from the garage area on the side of the building</p> <p>5. SLIDE 5 Figure 2-4 EXPLAIN Midas is considered to be a specialty service shop.</p> <p>6 SLIDE 6 Figure 2-5 EXPLAIN school bus garage is a typical fleet operation shop that needs skilled service technicians.</p>

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DISCUSS FREQUENTLY ASKED QUESTION:

What is a Work Order? Work order is a legal document that includes the description of vehicle and work requested by customer. Customer signs work order authorizing that stated work be performed. If there are additional faults found, shop must notify the customer and get Permission to change amount or extent of the work originally authorized. As work is performed on the vehicle, parts used and the labor operation performed are added. This creates a complete file on the repair. This means that the vehicle has to be properly identified by including VIN work order. There is only one vehicle with that VIN, yet there may be many “white Chevrolet pickup trucks.” The work order is the paper trail that shows all operations, labor times, and parts used when the vehicle is in control of the shop. A work order is often required even when technician is working on their own vehicle.



[HTTPS://WWW.YOUTUBE.COM/WATCH?V=QXUAKLBJ_WW](https://www.youtube.com/watch?v=QXUAKLBJ_WW)



EXPLAIN TECH TIP: Check Vehicle before Work Is Started As part of the work order writing process, the service advisor should look over the vehicle and make a written note of body damage that may already exist. If any damage is noted, it should be mentioned to the customer and noted on the work order. Often the customer is not aware of any damage, especially on the passenger side, and thus would blame the shop for the damage after the service work was performed.



7. SLIDE 7 Figure 2-6 **EXPLAIN** Typical work order

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DISCUSS FREQUENTLY ASKED QUESTION:

What Is an Entrepreneur?

An entrepreneur is a person who starts and operates a business. Many service technicians want to eventually own their own shop and become an entrepreneur. However, operating a shop involves many duties and responsibilities that many service technicians lack, including:

- Bookkeeping and accounting skills
- Tax preparation (local, state, and federal)
- Sales tax collection and payment
- Health insurance arrangements for employees
- Unemployment compensation payments
- Workers' compensation payments
- Uniform payment
- Real estate taxes
- Garage keepers liability insurance

While at first it may seem like owning your own shop would be great, a good technician can often make more money, and have fewer headaches, by simply working for someone else.



8. SLIDE 8 Figure 2-7 **EXPLAIN** Parts counter people need to know many aspects of automotive repair to be effective with customers.

9. SLIDE 9 Figure 2-8 **EXPLAIN** typical large new vehicle dealership organizational chart.



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