

Automotive Technology 6th Edition

Chapter 4 Working as Professional Service Technician

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 how to start a new job. 2. Describe the type and pricing of parts. 3. Describe the advantages of having a mentor. 3. Explain how a mentor can improve on-the-job learning. 4. Discuss the role of the trainee with a mentor. 5. Explain formal and informal evaluations.
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 0 Chapter Images: From

<http://www.jameshalderman.com/>

[automotive_principles.html](#)NOTE: You can use Chapter Images or possibly Power Point files:

ICONS

Ch4 Working as Technician



1. SLIDE 1 TITLE SLIDE Ch04 Working as Professional Service Technician



Check for **ADDITIONAL VIDEOS & ANIMATIONS**
@ <http://www.jameshalderman.com/>
WEB SITE IS CONSTANTLY UPDATED



PLAY VIDEOS

[HTTP://WWW.YOUTUBE.COM/WATCH?V=CDTII7MYTLK](http://www.youtube.com/watch?v=CDTII7MYTLK)

[HTTP://WWW.YOUTUBE.COM/WATCH?V=IQ0EZHMLHVV](http://www.youtube.com/watch?v=IQ0EZHMLHVV)

[HTTP://WWW.YOUTUBE.COM/WATCH?V=H2ATYAWB9NK](http://www.youtube.com/watch?v=H2ATYAWB9NK)



[HTTP://WWW.JAMESHALDERMAN.COM/
AUTOMOTIVE_PRINCIPLES.HTML](http://www.jameshalderman.com/AUTOMOTIVE_PRINCIPLES.HTML)

DOWNLOAD

CROSSWORD PUZZLE (MICROSOFT WORD) (PDF)

WORD SEARCH PUZZLE (MICROSOFT WORD) (PDF)



EXPLAIN TECH TIP: Clean Clothes Are Must

Anyone who meets the public in any business must not only be dressed appropriately, but the clothing should be **CLEAN**. Service advisors and others that greet the public Should also be sure that their shoes are shined. Dull, Dirty, or scuffed shoes or a messy appearance reflects an unprofessional look.



EXPLAIN TECH TIP: Never Use Profanity

Regardless of the situation, a true professional never resorts to the use of profanity. If tensions are high and the discussion becomes heated, try to defuse the situation by turning the situation over to someone else..



HOLD DISCUSSION ON 3 C'S:

CONCERN, CAUSE, CORRECTION: students practice 3 Cs by role-playing tech & cust.

ICONS	Ch4 Working as Technician
	<p>EXPLAIN TECH TIP: <u>Always Have Paper and a Pen</u> When on Telephone When talking to a customer, whether in person or on the telephone, have paper and a pencil or pen to record necessary information. In this case, customer service Representative at a dealer is using a preprinted form to record the service procedures to be performed on a customer's vehicle while talking on the phone. SEE FIGURE 4-1.</p>
	<p>2. SLIDE 2 FIGURE 4.1 When answering the telephone, be sure to have paper and pen or pencil handy to record the customer information.</p>
	<p>COMMUNICATION: IN-CLASS ACTIVITY ON ROLE-PLAYING. HAVE STUDENTS DISCUSS DOS & DON'T OF TELEPHONE COMMUNICATION. ASK STUDENTS TO ROLE PLAY NON-VERBAL COMMUNICATION CUES</p>
	<p>EXPLAIN TECH TIP: <u>Smile While You Talk</u> If you smile while talking on the telephone, your voice will reflect a positive and helpful attitude, which customers or vendors will easily recognize over the telephone. SEE FIGURE 4-2.</p>
	<p>3. SLIDE 3 FIGURE 4.2 If you smile while talking on the telephone, your attitude will be transmitted to the customer.</p>
	<p>EXPLAIN TECH TIP <u>Use Internet Translation</u> If the customer is non-English speaking, type the information into a text document and search for a Translation on Internet. Give copy of translated document to customer. The customer request could also be translated into English, if needed, to help the shop understand exactly what the customer is requesting and needs.</p>

ICONS

Ch4 Working as Technician



EXPLAIN TECH TIP: Internet Is Your Friend

If unsure as to how something works or if you need more detailed information go to www.google.com® and search for topic. Using the Internet can help with locating hard-to-find facts and can even be used to help with a service procedure that you have not done before. For a link to all factory service information, go to Web site of National Automotive Service Task Force at www.nastf.org. Look at work scheduled for next day and try to determine as much about job as possible so you can be prepared next day to tackle procedure. Using International Automotive Technicians Network at www.iatn.net is also very helpful for technical information and can help pin down hard-to find problems.



EXPLAIN TECH TIP: Don't Touch Other Technician's Tools:

Beginning technician seldom has all tools needed to perform all of service and repair tasks. A technician's tools are very important. If a tool needs to be borrowed, beginning technician should ask for permission to borrow a tool. Then when tool is returned, it should be clean and replaced back exactly where technician asks for it to be returned..



EXPLAIN TECH TIP: Regulated Terms to Use

In some states or areas where automotive service is regulated, such as in California or Michigan, it is important that term used to describe a labor operation is term defined by the state agency. This means that some terms used in parts and time guides may not be same terms used by state. Always check that terms used are in compliance with all regulations. Some terms that could be affected include rebuild, repair, overhaul, inspection and R & R (remove and replace), and safety inspection.

ICONS	Ch4 Working as Technician
	<p>EXPLAIN TECH TIP: <u>If Late—Call</u> When running late, you may know that you will be just a few minutes late, but your boss does not how late you will be. If you are going to be late, even by a few minutes, call the shop and let them know. This does not eliminate your being late from your record, but does demonstrate your concern to your service manager and other technicians who are counting on you to being on time to work every day.</p>
	<p>EXPLAIN TECH TIP: <u>Ask Me about This</u> A good service advisor will document what the customer wants done on the work order. However, there are times when explanation and description would take too long and too much space to be practical. In these cases, the wise service advisor simply states on work order for service technician to see service advisor to discuss situation. The service advisor can write basic request to document what is needed.</p>
	<p>EXPLAIN TECH TIP: <u>CAR, TRUCK, OR VEHICLE?</u> When discussing a vehicle with a customer, it is best to avoid creating problems. For example, if a technician asked about a customer’s “car,” the customer could become concerned because they drive a truck and many owners of trucks do not want their vehicle called A car. Use of the term “vehicle,” a generic term, is often recommended when talking to customers to avoid concerns.</p>

**DISCUSS FREQUENTLY ASKED QUESTION:**

What can a service technician do to earn more money? Because service technicians are paid on a commission Basis (flat-rate), the more work that is completed, the more hours the technician can “turn.” Therefore, to earn most money, the service technician could do the following

To increase the amount of work performed:

- **Keep up-to-date and learn latest technical Information.**
- **Practice good habits that help avoid errors or incomplete repairs.**
- **Learn from experienced and successful fellow technicians**
- **And try to approach repair the same way the Successful technician does.**
- **Purchase proper tools to do work efficiently.**

NOTE: This does not mean that every technician needs to purchase all possible tools. Purchase only tools that you know you will need and use.

ICONS

Ch4 Working as Technician



EXPLAIN TECH TIP: Technician Skill Level & Severe Service: Most aftermarket service information includes a guideline for relative level of technician's skill required to perform listed service procedures. These include:

- **A = highly skilled and experienced technician**
- **B = skilled technician who is capable of performing diagnosis**
- **C = semi-skilled technician who is capable of performing routine service work without direct supervision**

Many time guides provide additional time for vehicles that may be excessively rusted due to climate conditions or have been subjected to abuse. Be sure to quote the higher rate if any of these conditions are present on the customer's vehicle. • see figure 4-3.



4. **SLIDE 4 FIGURE 4.3** 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.



HOLD DISCUSSION ON TEAMWORK: discuss concept of teamwork in a dealer setting

ICONS



Ch4 Working as Technician

EXPLAIN TECH TIP: WORK HABIT HINTS

Following Statements Reflect The Expectations Of Service Managers Or Shop Owners For Their Technicians:

1. Report to work every day on time. Being several minutes early every day is an easy way to show your service manager and fellow technicians that you are serious about your job and career.
2. If you must be late or absent, call your service manager as soon as possible.
3. Keep busy. If not assigned to a specific job, ask what activities service manager or supervisor wants you to do.
4. Report any mistakes or accidents immediately to your supervisor or team leader. Never allow a customer to be the first to discover a mistake.
5. Never lie to your employer or to a customer.
6. Always return any borrowed tools as soon as you are done with them and in clean condition. Show the person You borrowed the tools from that you are returning them to toolbox or workbench.
7. Keep your work area neat and orderly.
8. Always use fender covers when working under the hood.
9. Double-check your work to be sure that everything is correct.
 - A. Remember: "if you are forcing Something, you are doing something wrong."
 - B. Ask for help if unclear as to what to do or how to do it.
10. Do not smoke in a customer's vehicle.
11. Avoid profanity.
12. Do not touch the radio! If radio is turned on and prevents you from hearing noises, turn the volume down. Try to return the vehicle to the owner with the radio at the same volume as originally set. Note: some shops have a policy that requires employees to turn the radio off.
13. Be neatly groomed, including:

ICONS

Ch4 Working as Technician



EXPLAIN TECH TIP: ADHERE TO TIMES

When starting a new job at a shop or dealership, be sure to ask following:

- What time should i arrive at work? This may be different than the scheduled work starting time. For example, the work day could start at 8 a.m. But the shop owner or service manager may want all technicians to arrive and start to get ready to work at 7:50 a.m.
- When is break time? Breaks may or may not be regularly scheduled and it is important for beginning technician to know and adhere to break times.
- When is lunch time? In some busy shops, the lunch period is staggered to be sure that some technicians are always available for work. Always be willing to adhere to the requested lunch period.



EXPLAIN TECH TIP: Keeping "Things" Off The Floor:

To make cleaning easier and for a more professional shop appearance, keep only those items on the floor that have to be on the floor and find a place off the floor for all other items.



EXPLAIN TECH TIP: LOOK AT SHOP FROM A

CUSTOMER'S POINT OF VIEW: to determine if the shop and other technicians look professional, step outside and enter shop through same door as a customer. Now look around. Look at shop and other technicians. Does the shop give appearance of a professional service facility? If Not, try to improve look by asking shop owner or service manager to do same thing in an attempt to create a more professional-looking shop.

ICONS

Ch4 Working as Technician



EXPLAIN TECH TIP: WRITE IT DOWN

If a technician needs to have another technician finish a repair due to illness or some other reason, be sure to write down exactly what was done and what needs to be done. Verbal communication, while very effective, is often not a good way to explain multiple steps or processes. E.G., other technician could easily forget that oil had not yet been added to engine, which could cause a serious problem if the engine were to be started. If in doubt, write it down.



EXPLAIN TECH TIP: DON'T COVER UP MISTAKES

Everyone makes mistakes. While a damaged component or vehicle is never a good thing to have happen, wise technician should notify the service manager or other person in charge as soon as a problem or accident occurs. Only then can work begin to correct the problem. If a mistake is hidden, eventually someone will learn about the error and then people will not think it was wise To ignore or to cover up the situation.

5. SLIDE 5 JOB EVALUATION SAMPLE



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 & INFORMAL EVALUATION. ASK QUESTION: WHAT CRITERIA CAN BE USED IN AN INFORMAL EVALUATION?



COMPLETE WORK ORDER (A1 THROUGH A-1-A1) TASK SHEET