














Introduction to Automotive Service

Chapter 2 Careers in Automotive Service Industry

Opening Your Class

KEY ELEMENT	EXAMPLES
Introduce Content	This course or class serves as an introduction to the world of automotive service. It correlates material to task lists specified by ASE and NATEF.
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. <ol style="list-style-type: none">1. Describe automotive service-related positions.2. Discuss the level of training and experience needed for each position.3. Describe the technical skills needed for each position.4. Explain the relationship of the service manager to others in a shop and company.
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.

ICONS	CH2 CAREERS
     	<p>1. SLIDE 1 TITLE SLIDE Careers in Automotive Service Industry</p> <p>2. SLIDES 2-5 EXPLAIN SLIDE TEXT</p> <p>Check for ADDITIONAL VIDEOS & ANIMATIONS @ http://www.jameshalderman.com/ WEB SITE IS CONSTANTLY UPDATED</p> <p>HOLD DISCUSSION TO PROVIDE REASONS FOR GROWING NEED FOR AUTOMOTIVE TECHNICIANS</p> <p>6. SLIDE 6 EXPLAIN Figure 2-1 service technician checking for a noise of a vehicle in a new-vehicle dealership service department.</p> <p>7. SLIDE 7 Figure 2-2 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>8. SLIDE 8 EXPLAIN Figure 2-3 NAPA parts store also performs service work from the garage area on the side of the building</p> <p>9. SLIDE 8 EXPLAIN FIGURE 2-4 Midas is considered to be a specialty service shop.</p> <p>10 SLIDE 10 EXPLAIN Figure 2-5 school bus garage is a typical fleet operation shop that needs skilled service technicians.</p>
 	<p>OPTIONAL VIDEO 2.1 ROLE OF SERVICE ADVISOR: NATURE OF THE WORK</p> <p>1.53 MINUTES</p> <p>http://media.pearsoncmg.com/ph/chet/chet_mylibs/akamai/template/video640x480.php?title=The%20Nature%20of%20the%20Work&clip=pandc/chet/2012/automotive/Customer_service_advisor/T2CD1.mov&caption=chet/chet_mylibs/akamai/2012/automotive/Customer_service_advisor/xml/T2CD1.xml</p> <p>OPTIONAL VIDEO FOR SERVICE ADVISORS</p> <p>VIDEO 2.2: TIME PERMITTING</p> <p>SKILLS FOR SERVICE ADVISORS 1 MINUTE</p> <p>http://media.pearsoncmg.com/ph/chet/chet_mylibs/akamai/template/video640x480.php?title=Skills%20for%20Service%20Advisors&clip=pandc/chet/2012/automotive/Customer_service_advisor/T2CD2.mov&caption=chet/chet_mylibs/akamai/2012/automotive/Customer_service_advisor/xml/T2CD2.xml</p>

ICONS	CH2 CAREERS
	<p>11. SLIDES 11-13 EXPLAIN SLIDE TEXT</p>
	<p>14. SLIDE 14 EXPLAIN FIGURE 2-6 Typical work order. 15. SLIDE 15 EXPLAIN SLIDE TEXT</p>
	<p>16. SLIDE 16 EXPLAIN FIGURE 2-7 Parts counter people need to know many aspects of automotive repair to be effective with customers</p>
	<p>17. SLIDES 17-19 EXPLAIN SLIDE TEXT</p>
	<p>20. SLIDE 20 EXPLAIN Figure 2-8 typical large new vehicle dealership organizational chart.</p>
	<p>21. SLIDE 21 EXPLAIN Independent shop 22. SLIDE 22 EXPLAIN Figure 2-9 typical independent shop organizational chart</p> <p><u>HTTP://WWW.JAMESHALDERMAN.COM/LINKS/BOOK_I NTRO/CW/CROSSWORD_CH_2.PDF</u> 23M</p>