#### **Introduction to Automotive Service**

# **Chapter 3 Starting Career in Automotive 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.	<ol> <li>Explain the chapter learning objectives to the students.</li> <li>Explain the steps and processes for applying for a job.</li> <li>Describe what the resume should include.</li> <li>Explain why having a good driving record is important to a shop owner.</li> </ol>
Establish the Mood or Climate	Provide a <b>WELCOME</b> , 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 Ch3 Star





- 1. SLIDE 1 Ch03 Starting Career in Automotive Industry
- 2. SLIDES 2-3 EXPLAIN Preparing for a Service Career
- 4. SLIDE 4 EXPLAIN DEVELOPING EMPLOYMENT PLAN



HOLD <u>DISCUSSION</u> ON STUDENT ASPIRATIONS: DISCUSS STEPS/QUALIFICATIONS NECESSARY TO GET TO THEIR END-GOAL OR ASPIRATION, THEN DISCUSS SIMILARITIES OF DIFFERENT PATHS



5. SLIDE 5 EXPLAIN PREPARING RESUME Define that a resume is a one-page description of your skills, talents, and education. It is used by prospective employers to help narrow the field of applicants for a job or position. The number one purpose of a resume is to obtain a job interview.



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Define References: Persons willing to tell employer about your skills, talents, truthfulness and work habits. Most employers would like to see someone who is familiar with you & your family, such as a priest, minister, or elder in your church. Some teachers or coaches can also be references. Always ask person for approval before including person on your list of references. Ask the reference to supply you with a written recommendation. Some references prefer to simply fill out a reference questionnaire sent by many companies. If a reference sends you a written recommendation, have copies made so they can be included with your resume.



#### **ICONS**

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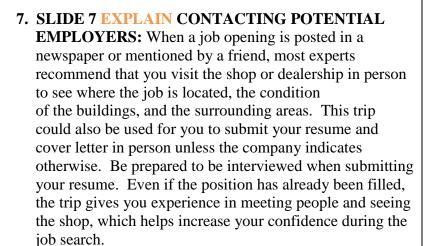


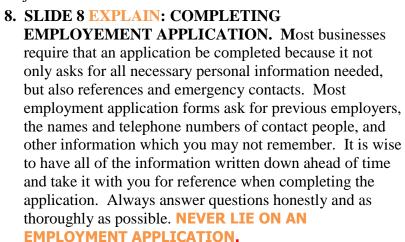


# COMPLETE TASK SHEET ON PREPARING RESUME

6. SLIDE 6 EXPLAIN what a Cover Letter is & its importance: When answering an advertisement, be sure to include details of where you saw ad in your cover letter. For example: "I am applying for the entry-level service technician position as published in the August 15 edition of the Daily News." If requirements for position are listed, be sure to include that you have specified training and/or experience and tools needed for job. If calling state that you are applying for the position posted & ask to speak to the correct person or to the person mentioned in the ad.

### HAVE STUDENTS COMPLETE TASK SHEET CREATING COVER LETTER









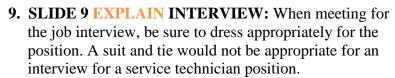


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- 10. SLIDE 10 EXPLAIN AFTER INTERVIEW: after interview follow up with a letter thanking the shop for the interview. Include when the interview occurred and that you are very interested in becoming a part of the organization (shop or dealership). Include contact information, such as your cell number and e-mail address so the service manager can easily get in contact with you. A quick review of your skills and talent will also be helpful to the shop owner or service manager
- **11. SLIDE 11 EXPLAIN: ACCEPTING EMPLOYMENT:** when a job is offered, there will be paperwork to be filled out and decisions made.



### 12. SLIDE 12 EXPLAIN: TECHNICIAN PAY METHODS

Straight-Time Pay Methods: When the particular service or repair is not covered or mentioned in a flat-rate guide, common practice is for the technician to clock-in and use actual time spent on the repair as a basis for payment. The technician uses a flat-rate time ticket and a time clock to record the actual time. Being paid for the actual time spent is often called straight time or clock time. Difficult engine performance repairs are often calculated using the technician's straight time.

Flat-Rate Pay Methods: Beginning technicians are usually paid by the hour. The hourly rate can vary depending on the experience of the technician and type of work being performed. Most experienced service technicians are paid by a method called flat-rate, called incentive or commission pay. "Flat-rate" means the tech is paid a set amount of time for each service operation. The amount of time allocated is published in a flat-rate manual. For example, if a bumper requires replacement, the flat-rate manual may call for 1.0 hour (expressed in tenths of an hour). Each tenth of an hour is 1/10 of 60, or 6 minutes.



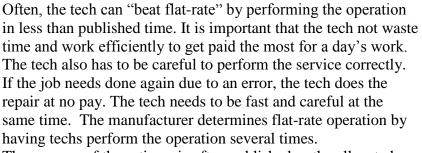
#### **HOLD A DISCUSSION ON PAY PLANS:**

DISCUSS PAY PLANS: ADVANTAGES & DISADVANTAGES OF EACH. HAVE STUDENTS CHECK PAY PLAN AT A LOCAL DEALERSHIP VIA PHONE. CALCULATE COST OF A STRUT REPLACEMENT AT \$65 PER HOUR.

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The average of these times is often published as the allocated time. Flat-rate was developed to determine a fair way to pay dealerships for warranty repairs. Because labor rates differ throughout the country, a fixed dollar amount would not be fair compensation.

With a time for each operation, the OEM could reimburse dealership for number of hours multiplied by labor rate approved for that dealership. For example, if the approved labor rate is \$60.00 per hour and:

Technician A performed 6.2 hours  $\times$  \$60.00 = \$372.00 Technician B performed 4.8 hours  $\times$  \$60.00 = \$288.00 The total paid to the dealership by the manufacturer = \$660.00



#### 13. SLIDE 14 EXPLAIN: PAYROLL DEDUCTIONS

**14. SLIDE 14 EXPLAIN HOUSING & LIVING EXPENSES:** Housing expenses such as rent or mortgage payment should not exceed 30% of gross monthly income. \$10 per hour X 40 hours per week = \$400 per week, X 4 weeks in a month = \$1600 per month. 30% of \$1600 is \$480/month for rent or mortgage. Payment should not exceed 25% of gross earnings. In example where pay was \$10 per hour, maximum recommended vehicle payment should be \$400 per month.





HOMEWORK: HAVE STUDENTS COMPLETE TASK SHEET ON PHONE INTERVIEW WITH A PROFESSIONAL TECHNICIAN OR SERVICE MANAGER



HOMEWORK: COMPLETE CH3 CROSSWORD PUZZLE: HTTP://WWW.JAMESHALDERMAN.COM/LINKS/BOOK I NTRO/CW/CROSSWORD CH 3.PDF