












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.	Explain the chapter learning objectives to the students. 1. Explain the steps and processes for applying for a job. 2. Describe what the resume should include. 3. Explain why having a good driving record is important to a shop owner.
Establish the Mood or Climate	Provide a WELCOME , 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 Starting Career in Automotive Industry
	<p>1. SLIDE 1 Ch03 Starting Career in Automotive Industry</p> <p>2. SLIDES 2-3 EXPLAIN Preparing for a Service Career</p> <p>4. SLIDE 4 EXPLAIN DEVELOPING EMPLOYMENT PLAN</p>
	
	<p>HOLD DISCUSSION ON STUDENT ASPIRATIONS: DISCUSS STEPS/QUALIFICATIONS NECESSARY TO GET TO THEIR END-GOAL OR ASPIRATION, THEN DISCUSS SIMILARITIES OF DIFFERENT PATHS</p>
	<p>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.</p>
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	<p>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.</p>

ICONS	Ch3 Starting Career in Automotive Industry
 	<p>COMPLETE TASK SHEET ON PREPARING RESUME</p> <p>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.</p>
 	<p>HAVE STUDENTS COMPLETE TASK SHEET CREATING COVER LETTER</p> <p>7. SLIDE 7 EXPLAIN CONTACTING POTENTIAL EMPLOYERS: When a job opening is posted in a newspaper or mentioned by a friend, most experts recommend that you visit the shop or dealership in person to see where the job is located, the condition of the buildings, and the surrounding areas. This trip could also be used for you to submit your resume and cover letter in person unless the company indicates otherwise. Be prepared to be interviewed when submitting your resume. Even if the position has already been filled, the trip gives you experience in meeting people and seeing the shop, which helps increase your confidence during the job search.</p>
	<p>8. SLIDE 8 EXPLAIN: COMPLETING EMPLOYEMENT APPLICATION. Most businesses require that an application be completed because it not only asks for all necessary personal information needed, but also references and emergency contacts. Most employment application forms ask for previous employers, the names and telephone numbers of contact people, and other information which you may not remember. It is wise to have all of the information written down ahead of time and take it with you for reference when completing the application. Always answer questions honestly and as thoroughly as possible. NEVER LIE ON AN EMPLOYMENT APPLICATION.</p>

ICONS

Ch3 Starting Career in Automotive Industry



9. **SLIDE 9 EXPLAIN INTERVIEW:** When meeting for the job interview, be sure to dress appropriately for the position. A suit and tie would not be appropriate for an interview for a service technician position.

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.**

ICONS	Ch3 Starting Career in Automotive Industry
 <p>PAY PLAN NOTES FROM TEXT</p>	<p>Often, the tech can “beat flat-rate” by performing the operation in less than published time. It is important that the tech not waste time and work efficiently to get paid the most for a day’s work. The tech also has to be careful to perform the service correctly. If the job needs done again due to an error, the tech does the repair at no pay. The tech needs to be fast and careful at the same time. The manufacturer determines flat-rate operation by having techs perform the operation several times.</p>
	<p>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.</p>
	<p>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 × \$60.00 = \$372.00 Technician B performed 4.8 hours × \$60.00 = \$288.00 The total paid to the dealership by the manufacturer = \$660.00</p>
	<p>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. </p>
	<p>15. SLIDE 15 EXPLAIN BECOMING SHOP OWNER Many technicians want to start and operate their own shop. Becoming a shop owner results in handling many duties that some don’t feel qualified to do that are listed on the slides.</p> <p><u>HOMEWORK:</u> HAVE STUDENTS COMPLETE TASK SHEET ON PHONE INTERVIEW WITH A PROFESSIONAL TECHNICIAN OR SERVICE MANAGER</p>
	<p><u>HOMEWORK:</u> COMPLETE CH3 CROSSWORD PUZZLE: HTTP://WWW.JAMESHALDERMAN.COM/LINKS/BOOK_INTRO/CW/CROSSWORD_CH_3.PDF</p>