












Introduction to Automotive Service

Chapter 4 Working as Professional Service Technician

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. Discuss how to start a new job.2. 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.6. Describe the role of a service technician.7. Explain how the flat-rate pay plan works.8. Describe the type and pricing of parts.
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	Ch4 Working as Professional Service Tech.
	<p>1. SLIDE 1 Ch04 Working as Professional Service Technician</p>
	<p>Check for ADDITIONAL VIDEOS & ANIMATIONS @ http://www.jameshalderman.com/ WEB SITE REGULARLY UPDATED</p>
	<p>2. SLIDE 2 EXPLAIN PROFESSIONALISM 3. SLIDES 3-4 EXPLAIN: COMMUNICATIONS COMMUNICATION: IN-CLASS ACTIVITY ON ROLE-PLAYING. HAVE STUDENTS DISCUSS DOS & DON'TS OF TELEPHONE COMMUNICATION. ASK STUDENTS TO ROLE PLAY NON-VERBAL COMMUNICATION CUES</p>
	<p>5. SLIDE 5 EXPLAIN FIGURE 4-1 When answering the telephone, be sure to have paper and pen or pencil handy to record the customer information</p> <p>6. SLIDE 6 EXPLAIN FIGURE 4-2 If you smile while talking on the telephone, your attitude will be transmitted to the customer</p> <p>7. SLIDE 7 EXPLAIN: WHAT HAPPENS FIRST DAY?</p>
	<p>SHOW OPTIONAL VIDEO FROM WWW.MYAUTOMOTIVELAB.COM 4.14 MINUTES http://media.pearsoncmg.com/ph/chet/chet_mylabs/akamai/template/video640x480.php?title=Gathering%20Information&clip=pandc/chet/2012/automotive/Customer_service_advisor/T2CD6.mov&caption=chet_mylabs/akamai/2012/automotive/Customer_service_advisor/xml/T2CD6.xml</p>
	<p>8. SLIDES 8-10 EXPLAIN: DUTIES OF TECHNICIAN 11. SLIDE 11 EXPLAIN: FLAGGING WORK ORDER 12. SLIDE 12 EXPLAIN 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. 13. SLIDES 13-16 EXPLAIN PARTS REPLACEMENT 17. SLIDE 17: EXPLAIN WORKING WITH MENTOR 18. SLIDE 18: EXPLAIN: TEAMWORK</p>

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    	<p data-bbox="586 262 1328 342">HOLD DISCUSSION ON TEAMWORK: discuss concept of teamwork in a dealer setting</p> <ol data-bbox="625 405 1409 636" style="list-style-type: none"> <li data-bbox="625 405 1300 472">19. SLIDE 19: EXPLAIN: GOAL SETTINGS & BUSINESS MEETINGS <li data-bbox="625 485 1409 552">20. SLIDE 20: EXPLAIN: ADVANCEMENT SKILLS & HOUSEKEEPING DUTIES <li data-bbox="625 564 1292 636">21. SLIDES 21-22: EXPLAIN Figure 4-4 sample evaluation <p data-bbox="586 699 1417 972">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?</p> <p data-bbox="586 984 1417 1089"><u>HOMEWORK:</u> COMPLETE CH4 CROSSWORD PUZZLE: HTTP://WWW.JAMESHALDERMAN.COM/LINKS/BOOK_INTRO/CW/CROSSWORD CH 4.PDF</p>