
















Automotive Maintenance and Light Repair, 1ST Edition

Chapter 2 Careers in the Automotive Service Industry

Opening Your Class

KEY ELEMENT	EXAMPLES
Introduce Content	This course or class covers Automotive Maintenance and Light Repair . 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. <ul style="list-style-type: none">• Describe automotive service-related positions.• Discuss the level of training and experience needed for each position.• Describe the technical skills needed for each position.• Explain the relationship of the service manager to others in a shop and company.• Prepare and complete a work order.• Discuss vehicle warranty policies.
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 in Automotive Service Industry
       	<p>1. SLIDE 1 CH02 Careers in the Automotive Service Industry</p> <p>2. SLIDES 2-3 EXPLAIN OBJECTIVES</p> <p>Check for ADDITIONAL VIDEOS & ANIMATIONS @ http://www.jameshalderman.com/ WEB SITE REGULARLY UPDATED</p> <p>4. SLIDES 4-6 EXPLAIN Need for Automotive Technicians</p> <p>7. SLIDES 7 EXPLAIN Need for Continuous Vehicle Service</p> <p>8. SLIDES 8 EXPLAIN TECHNICIAN WORK SITES</p> <p>Check for ADDITIONAL VIDEOS & ANIMATIONS @ http://www.jameshalderman.com/ WEB SITE IS CONSTANTLY UPDATED</p> <p>DISCUSSION DISCUSS REASONS FOR THE GROWING NEED FOR AUTOMOTIVE TECHNICIANS</p> <p>9. SLIDE 9 EXPLAIN Figure 2-1 service technician checking for a noise of a vehicle in a new-vehicle dealership service department.</p> <p>10. SLIDE 10 EXPLAIN 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>11. SLIDE 11 EXPLAIN Figure 2-3 NAPA parts store also performs service work from the garage area on the side of the building</p> <p>12. SLIDE 12 EXPLAIN FIGURE 2-4 Midas is considered to be a specialty service shop.</p> <p>13 SLIDE 13 EXPLAIN Figure 2-5 school bus garage is a typical fleet operation shop that needs skilled service technicians.</p>
	<p>VIDEO Role of Service Advisor: NATURE OF THE WORK 1.53 MINUTES</p> <p><small>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</small></p>

ICONS	Ch2 Careers in Automotive Service Industry
	<p>VIDEO FOR SERVICE ADVISORS VIDEO SKILLS FOR SERVICE ADVISORS 1 MINUTE http://media.pearsoncmg.com/ph/chet/chet_mylibs/akamal/template/video640x480.php?title=Skills%20for%20Service%20Advisors&clip=pandc/chet/2012/automotive/Customer_service_advisor/T2CD2.mov&caption=chet/chet_mylibs/akamal/2012/automotive/Customer_service_advisor/xml/T2CD2.xml</p>
	<p>14. SLIDES 14-15 EXPLAIN Technician Job Classifications</p>
	<p>16. SLIDE 16 EXPLAIN FIGURE 2-6 Typical work order. 17. SLIDE 17 EXPLAIN parts related positions</p>
	<p><u>Complete Work Order Estimate</u> <u>Complete Work Order Technician Copy</u> <u>Complete Work Order Total Cost</u></p>
	<p>18. SLIDE 18 EXPLAIN FIGURE 2-7 Parts counter people need to know many aspects of automotive repair to be effective with customers</p>
	<p>19. SLIDES 19-20 EXPLAIN Sales Jobs—Used Vehicles; New Vehicles 21. SLIDES 21-22 EXPLAIN Other Careers in the Automotive Industry 23. SLIDE 23 EXPLAIN Typical Automotive Organization Arrangement 24. SLIDE 24 EXPLAIN Figure 2-8 typical large new vehicle dealership organizational chart. 25. SLIDE 25 EXPLAIN Typical Automotive Organization Arrangement 26. SLIDE 26 EXPLAIN FIGURE 2.9 A typical independent shop organizational chart</p>