

























Automotive Maintenance and Light Repair, 1ST Edition

Chapter 4 Working as Professional Service Technician

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">• Discuss how to start a new job.• Describe the advantages of having a mentor.• Explain how a mentor can improve on-the-job learning.• Discuss the role of the trainee with a mentor.• Explain formal and informal evaluations.• Describe the role of a service technician.• Explain how the flat-rate pay plan works.• Describe the type and pricing of parts.
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	Ch4 Working as Professional Service Tech.
	<p>1. SLIDE 1 CH04 Working as Professional Service Technician</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. SLIDE 4 EXPLAIN PROFESSIONALISM</p> <p>5. SLIDES 5-6 EXPLAIN: COMMUNICATIONS</p>
	<p>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>7. SLIDE 7 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>8. SLIDE 8 EXPLAIN FIGURE 4-2 If you smile while talking on the telephone, your attitude will be transmitted to the customer</p> <p>9. SLIDE 9 EXPLAIN: WHAT HAPPENS FIRST DAY?</p>
	<p>SHOW OPTIONAL VIDEO FROM WWW.MYAUTOMOTIVELAB.COM</p>
	<p><small>http://media.pearsoncmg.com/ph/chet/chet_mylibs/akamai/template/video640x480.php?title=Gathering%20Information&clip=pandc/chet/2012/automotive/Customer_service_advisor/T2CD6.mov&caption=chet/chet_mylibs/akamai/2012/automotive/Customer_service_advisor/xml/T2CD6.xml</small></p>
	<p>10. SLIDES 10-12 EXPLAIN: DUTIES OF TECHNICIAN</p> <p>13. SLIDE 13 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.</p> <p>13. SLIDES 13-16 EXPLAIN PARTS REPLACEMENT</p> <p>14. SLIDE 14: EXPLAIN WORKING WITH MENTOR</p> <p>15. SLIDE 15: EXPLAIN: TEAMWORK</p>

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	<p>HOLD DISCUSSION ON TEAMWORK: discuss concept of teamwork in a dealer setting</p>
	<p>16. SLIDE 16: EXPLAIN: GOAL SETTINGS & BUSINESS MEETINGS</p>
	<p>17. SLIDE 17: EXPLAIN: ADVANCEMENT SKILLS & HOUSEKEEPING DUTIES</p>
	<p>18. SLIDES 18-19: EXPLAIN SELF-MANAGEMENT & JOB EVALUATION</p>
	<p>20. SLIDE 20 EXPLAIN Figure 4-4 sample evaluation</p>
	<p>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><u>NATEF MLR TASK SUPP C1</u> IDENTIFY INFORMATION NEEDED AND THE SERVICE REQUESTED ON A REPAIR ORDER.</p>
 	<p><u>NATEF MLR TASK SUPP C2</u> IDENTIFY PURPOSE AND DEMONSTRATE PROPER USE OF FENDER COVERS, MATS.</p>
 	<p><u>NATEF MLR TASK SUPP C3</u> DEMONSTRATE USE OF THE THREE C'S (CONCERN, CAUSE, AND CORRECTION).</p>
 	<p><u>NATEF MLR TASK SUPP C4</u> REVIEW VEHICLE SERVICE HISTORY.</p>
 	<p><u>NATEF MLR TASK SUPP C5</u> COMPLETE WORK ORDER TO INCLUDE CUSTOMER INFORMATION, VEHICLE IDENTIFYING INFORMATION, CUSTOMER CONCERN, RELATED SERVICE HISTORY, CAUSE, AND CORRECTION.</p>

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 	NATEF MLR TASK SUPP D1 ENSURE VEHICLE IS PREPARED TO RETURN TO CUSTOMER PER SCHOOL/COMPANY POLICY (FLOOR MATS, STEERING WHEEL COVER, ETC.).