

Automotive Technology 6th Edition

Chapter 4 – Working as a Professional Service Technician

Lesson Plan

CHAPTER SUMMARY:



1. Professionalism and communication
 2. What happens the first day and duties of a service technician
 3. Flagging work orders, parts replacement, and sublet repairs
 4. Mentors, teamwork, goal setting, and business meetings
 5. Advancement skills, housekeeping, and job evaluations
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OBJECTIVES:



1. Discuss how to start a new job and be a good employee.
 2. Describe a service technician's duties and use of work orders.
 3. Describe the types and pricing of parts. Describe the advantages of having a mentor.
 4. List useful business skills for service technicians to develop.
 5. List housekeeping duties service technicians typically perform.
 6. Explain formal and informal evaluations.
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RESOURCES: (All resources may be found at <http://www.jameshalderman.com>)



1. **Task Sheet ASE (A1-A-10) P-1:** Documenting a Work Order
 2. Chapter PowerPoint
 3. Chapter Crossword Puzzle and Word Search
 4. Videos: Being a Technician Part 1 (time 8:21)
 5. Videos: Being a Technician Part 2 (time 8:28)
 6. Videos: Being a Technician Part 3 (time 4:31)
 7. Videos: Job Description (time 1:29)
 8. Videos: Writing effective repair orders (time 1:25)
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ACTIVITIES:



1. **Task Sheet NATEF Task (A1-A-10) P-1:** Have students complete Documenting a Work Order Task Sheet.
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ASSIGNMENTS:



1. Chapter crossword and word search puzzles.
 2. Complete end of chapter 10 question quiz.
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CLASS DISCUSSION:



1. Review and group discussion chapter Frequently Asked Questions and Tech Tips sections.
 2. Review and group discussion of the five (5) chapter Review Questions.
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NOTES AND EVALUATION:

