**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>) Internet access required to hyperlink.

**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: [(A0) Automotive Fundamentals Videos](https://jameshalderman.com/a0_vid_lib_page/)

5. Animations: [(A0) Automotive Fundamentals Animations](https://jameshalderman.com/a0_anim_lib_page/)

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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:**

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