**Automotive Technology 7th Edition**

**Chapter 134 – Parts Specialist (P2)**

**Lesson Plan**

**CHAPTER SUMMARY:**

1. Definitions and Terminology, General Parts Operation, and Customer Relations and Sales Skills

2. Product Application Information and Vehicle Identification and Vehicle Systems Knowledge

3. Catalog/Information System Skills, Inventory Management, and Merchandising

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**OBJECTIVES:**

1. Discuss the terminology of a typical automotive parts business.

2. Discuss the general operations of a typical automotive parts business.

3. Describe the customer relations and sales skills needed by a parts specialist.

4. Explain how to identify a vehicle, including the VIN, body style, and paint codes.

5. Demonstrate basic knowledge of the systems common to every vehicle.

6. Describe catalog and information system skills that a parts specialist must have.

7. Explain inventory management, including physical inventory, stock rotation, and parts returns.

8. Describe merchandising strategies. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**RESOURCES:** (All resources may be found at jameshalderman.com)

1. Task Sheet: Parts Specialist – Vehicle Identification

2. Task Sheet: Parts Consultant – General Operations

3. Crossword Puzzle and Word Search

4. Chapter PowerPoint

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

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

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**ACTIVITIES:**

1. Task Sheet: Parts Specialist – Vehicle Identification

2. Task Sheet: Parts Consultant – General Operations

3. Crossword Puzzle and Word Search

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**ASSIGNMENTS:**

1. Chapter crossword and word search puzzles from the website.

2. Complete end of chapter quiz from the textbook.

3. Complete multiple choice and short answer quizzes downloaded from the website.

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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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