

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



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](#)
6. Animations: [\(A0\) Automotive Fundamentals Animations](#)



ACTIVITIES:

1. Task Sheet: Parts Specialist – Vehicle Identification
2. Task Sheet: Parts Consultant – General Operations
3. Crossword Puzzle and Word Search



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.



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](#).



NOTES AND EVALUATION: