

Automotive Technology 7th Edition

Chapter 135 – Service Consultant (C1)

Lesson Plan



CHAPTER SUMMARY:

1. Communication and Customer Relations, Projecting a Professional Image, Greeting Customers
2. Writing Work Orders, Handling Customer Complaints, Sale Skills, and Product Knowledge



OBJECTIVES:

1. Discuss the communication and customer relations skills required of a service consultant.
2. Discuss how to project a professional image as a service consultant.
3. Describe how to greet customers.
4. Discuss how to write work orders.
5. Describe how to handle customer complaints.
6. Explain effective service sales skills.
7. Discuss automotive product knowledge needed for service consultants.



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

1. Task Sheet: Service Consultant – Vehicle Identification
2. Task Sheet: Service Consultant – Work Order
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: