

# Automotive Technology 7<sup>th</sup> Edition

## Chapter 4 – Working as a Professional Service Technician

### Lesson Plan



#### **CHAPTER SUMMARY:**

1. Professionalism, What Happens the First Day, Duties of a Service Technician, and Flagging a Work Order
2. Parts Replacement, Working with a Mentor, Teamwork, and Goal Setting and Business Meetings
3. Advancement Skills, Housekeeping Duties, Job Evaluations, and Certification Tests



#### **OBJECTIVES:**

1. Discuss aspects of professionalism and ethics.
2. Discuss how to start a new job and be a good employee.
3. Describe a service technician's duties.
4. Describe the use of work orders.
5. Describe the types and pricing of parts.
6. Describe the advantages of having a mentor.
7. Describe the role of teamwork for service technicians.
8. Describe the role of goal setting and business meetings for service technicians.
9. List useful business skills for service technicians to develop.
10. List housekeeping duties service technicians typically perform.
11. Explain formal and informal evaluations.
12. Discuss ASE technician certification.



#### **RESOURCES:** (All resources may be found at [jameshalderman.com](http://jameshalderman.com))

1. Task Sheet: Documenting Work Order
2. Task Sheet: ASE Technician Certification
3. Chapter PowerPoint
4. Crossword Puzzle and Word Search
5. Videos: [\(A0\) Automotive Fundamentals Videos](#)
6. Animations: [\(A0\) Automotive Fundamentals Animations](#)



#### **ACTIVITIES:**

1. Task Sheet: Documenting Work Order
2. Task Sheet: ASE Technician Certification
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:**