A. **TITLE:** Service Management and Operations

B. **COURSE NUMBER:** AUTO 230

C. **CREDIT HOURS:** 1

D. **WRITING INTENSIVE COURSE:** NO

E. **COURSE LENGTH:** 15 weeks

F. **SEMESTER(S) OFFERED:** Spring

G. **HOURS OF LECTURE, LABORATORY, RECITATION, TUTORIAL, ACTIVITY:**
   One hour of lecture per week

H. **CATALOGUE DESCRIPTION:** This seminar type course will meet to discuss topics such as satisfaction, shop management, management techniques, equipment purchase/utilization and dealership structure. Students will perform interviews and write about their findings. Each student will write five research papers from a list of topics concerning the automotive repair business. Weekly summaries from trade journals will be completed. These will relate to topics in Automotive Service Management.

I. **PRE-REQUISITES/CO-REQUISITES:**
   a. Pre-requisite(s): AUTO 213
   b. Co-requisite(s): NONE

J. **GOALS (STUDENT LEARNING OUTCOMES):**
   By the end of this course, the student will:

<table>
<thead>
<tr>
<th>Course Objectives</th>
<th>Intuitional SLO</th>
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<tbody>
<tr>
<td>Demonstrate an understanding of the flat rate pay system</td>
<td>SLO-3: Professional Competence</td>
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<td>Interpret a capital equipment profit and loss chart</td>
<td>SLO-3: Professional Competence</td>
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<td>Be conversant about current automotive topics</td>
<td>SLO-3: Professional Competence</td>
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<tr>
<td>Set up an efficient job search plan</td>
<td>SLO-3: Professional Competence</td>
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<td>SLO-4: Inter / Intrapersonal skills</td>
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K. **TEXTS:** None

L. **REFERENCES:** Trade journals, magazines, and websites

M. **EQUIPMENT:** None

N. **GRADING METHOD:** A-F

O. **MEASUREMENT CRITERIA/METHODS:** Class Participation and 5 written reports
P. DETAILED TOPICAL OUTLINE:

1. Introduction:
   a. Class procedures and policies and assignments
   b. Shop management
   c. Tool Equipment Purchase and Utilization
   d. Customer Satisfaction
   e. Dealership Structure
   f. Independent Repair Shop Structure
   g. Current Industry Issues
   h. Technician Compensation: Flat Rate Pay vs. Hourly Wage