

**CUYAMACA COLLEGE**  
**COURSE OUTLINE OF RECORD**

**AUTOMOTIVE TECHNOLOGY 210 – SERVICE MANAGEMENT**

3 hour lecture, 3 units

**Catalog Description**

This lecture course prepares students for management operations of independent Automotive Repair Dealers (ARDs) and/or manufacturer franchise dealerships. This is an in-depth course about service procedures, customer relations, government regulation, licensing, compliance, repair orders, and warranty policies.

**Prerequisite**

None

**Course Content**

- 1) Introduction
- 2) Responsibility
- 3) Purposes and types of repair orders
- 4) Communication
- 5) Warranty policies
- 6) Company service policies
- 7) Service processes
- 8) Repair order routing and processing
- 9) Scheduling
- 10) Work flow
- 11) Service procedures
- 12) Vehicle owner relations
- 13) Bureau of Automotive Repair (BAR) service and repair policies and procedures
- 14) Tear down inspection invoice requirements
- 15) After market extended warranty
- 16) Insurance company
- 17) Estimates and revision authorizations
- 18) Labor rate and labor costs and efficiency calculations
- 19) Parts purchasing, costs of parts, mark up
- 20) Parts inventory
- 21) Technician work assignments and scheduling
- 22) Invoice requirements
- 23) Form of payments
- 24) Authorization of registered owner or “designee”
- 25) Hazardous waste materials handling
- 26) Emergency plan
- 27) Material Data Safety Records of hazardous materials
- 28) Licenses, renewals, posting, business license
- 29) Certifications
- 30) Advertising
- 31) Vehicle Inspections: Smog, Brake and Lamp, Safety, Purchase
- 32) Sublet repairs
- 33) Signage and appearance
- 34) After hours pick up and drop off

- 35) Towing rules
- 36) Battery fees and policies
- 37) Point of Sale software
- 38) Automotive Owners Associations, example (ASCCA)
- 39) Smog Repair Rules and Regulations
- 40) Manufacturers technical service bulletins and service messages

### **Course Objectives**

Students will be able to:

- 1) Describe communication techniques to increase customer awareness.
- 2) Correctly create simulated warranty repair orders utilizing manufacturers' warranty policies as a guide.
- 3) Utilize communication skills effectively with colleagues in the work place based on scenarios.
- 4) Properly interpret BAR regulations when writing repair orders.
- 5) Describe California Bureau of Automotive Repair's "Write it Right" policies and procedures.
- 6) Perform a complete repair order referencing a scenario and demonstrate accuracy and effective profit margins.
- 7) Create several repair parts and labor estimates based on various customer concerns.
- 8) Research technical service bulletins (TSBs) based on a technician report or customer concern.
- 9) Describe safety procedures and hazardous waste record keeping.
- 10) Distinguish examples of excellence in service management based on research of local businesses.
- 11) Describe inventory, point of sale, and purchase orders.

### **Method of Evaluation**

A grading system will be established by the instructor and implemented uniformly. Grades will be based on demonstrated proficiency in subject matter determined by multiple measurements for evaluation, one of which must be essay exams, skills demonstration or, where appropriate, the symbol system.

- 1) Quizzes, written exams, and hands-on performance exam that measure students' ability to properly fill out automotive repair orders, identify customer needs, and take necessary actions to solve problems.

### **Special Materials Required of Student**

Computer or smart device with microphone and camera  
Access to the high-speed internet

### **Minimum Instructional Facilities**

Smart classroom

### **Method of Instruction**

- 1) Lecture and demonstration
- 2) Virtual field trips
- 3) Guest speakers

### **Out-of-Class Assignments**

- 1) Reading assignments
- 2) Writing assignments
- 3) Interviews with business owners and managers
- 4) Web based training modules

### **Texts and References**

- 1) Required (representative examples):
  - a. State of California. *Write it Right*. California Bureau of Automotive Repair, 2021.
  - b. Website BAR California Code of Regulations.

- c. The Service Consultant: Principles of Service Management and Ownership 2nd Edition April 2018 or the equivalent.
- 2) Supplemental: California Air Resources Board (CARB) website.

**Student Learning Outcomes**

Upon successful completion of this course, students will be able to:

- 1) Accurately describe solutions to business concerns using service management knowledge, skills, and abilities.
- 2) Identify effective automotive business practices and procedures.
- 3) Communicate effectively and professionally in a diverse setting that includes prospective colleagues, clients, and supervisors.
- 4) Comply with environmental health and safety regulations at the state and federal levels.