South Central College

**AST 1121 Service Management**

**Course Outcome Summary**

**Course Information**

**Description**
This course is designed for individuals who will be responsible for the operation of an automotive repair facility. It provides instruction in customer service, parts and service marketing, shop management, and business ethics in the automotive repair field.

(1 lecture credit, 0 lab credits)

<table>
<thead>
<tr>
<th>Total Credits</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hours</td>
<td>16</td>
</tr>
</tbody>
</table>

**Types of Instruction**

**Instruction Type**

Lecture

**Pre/Corequisites**

Admission into the Automotive Service program

**Institutional Core Competencies**

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

**Course Competencies**

1. **Identify and describe the organization, operation and activities of a typical automotive repair facility**

   **Learning Objectives**
   - Explain shop safety considerations and define hazardous material requirements
   - Identify employer expectations
   - Describe supervision elements; perform work scheduling; communicate service needs
   - Write repair orders; estimate service needs; write service reports
   - Describe business profit concepts; explain service promotions; perform basic accounting procedures
   - Describe community involvement responsibilities; describe business ethics
   - Explain business law; define business liabilities
   - Describe automotive technician certification; identify continuing education resources; describe labor union relations

2. **Describe customer concerns and customer service**
Learning Objectives
Define professional conduct and business practices
Identify the importance of shop appearance; describe customer perceptions
Describe interpersonal skills; display proper telephone techniques
Determine customer needs; define customer expectations; define shop warranty policies; satisfy customer complaints; describe customer resistance

SCC Accessibility Statement
South Central College strives to make all learning experiences as accessible as possible. If you have a disability and need accommodations for access to this class, contact the Academic Support Center to request and discuss accommodations. North Mankato: Room B-132, (507) 389-7222; Faribault: Room A-116, (507) 332-7222.

Additional information and forms can be found at: www.southcentral.edu/disability

This material can be made available in alternative formats by contacting the Academic Support Center at 507-389-7222.