



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)
Total Credits	1
Total Hours	16

Types of Instruction

Instruction Type

Credits/Hours

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.