VICTOR VALLEY COLLEGE SYLLABUS

Fall 2017

# Course No.: Auto77L Course Title: Automotive Service Writing LAB Units: 2

# Section No.: 63118 Class Hours: M 7:30AM-12:00PM F 7:30-9:50 AM Room No.:Auto Lab

# Section No.: 63121 Class Hours: M 7:30AM-11:05AM F 10:10-12:50 PM Room No.:Auto Lab

# Instructor Name: Lee Bennett Contact# 760-245-4271 Ex2403 \_\_\_\_\_\_\_\_\_\_\_\_

## FALL CALENDAR

**FALL Term Begins August 28**

**Labor Day Holiday (college closed) September 4**

**Veteran’s Day Holiday (college closed) November 10- 11**

**Thanksgiving Holiday (college closed) November 23-25**

**FALL Term Ends December 16**

**Sixteen (16) week term August 28 – December 16**

**Off-Campus Sixteen (16) week term August 28 – December 16 (Does not follow VVC calendar,**

**see that site’s calendar for holidays)**

**First Twelve (12) week term August 28 - November 18**

**Second Twelve (12) week term September 25 – December 16**

**First Eight (8) week term August 28 – October 21**

**Second Eight (8) week term October 23 – December 16**

## WITHDRAWAL POLICY

**NOTE** – **CAMPUS IS CLOSED and** **CLASSES WILL NOT BE HELD ON CAMPUS THE FOLLOWING DATES:**

**September 4th, November 10th, 11th, 23rd, 24th, 25th**

STATEMENT OF ACCESS: Students with special needs are encouraged to meet with instructors to discuss the opportunity for academic accommodation and referral to Disabled Students Programs and Services (DSPS) and services per Administrative Procedure (AP 3440)

**Visit Victor Valley College online at** [**www.vvc.edu**](http://www.vvc.edu/)

### Prerequisite:

None

**Course Description:**

This course prepares students to effectively write automotive service orders and manage an automotive repair shop. Topics include labor guide look up and labor calculation, work order preparation, parts and labor estimating, parts ordering, office and shop organization, writing a legal work order, sales skills, and customer relations.

**Course Objectives:**

The student will be able to:

1. Demonstrate proper telephone skills.

2. Obtain and document pertinent vehicle information and confirm accuracy.

3. Identify and document customer concern/request.

4. Obtain and document customer contact information.

5. Open repair order and confirm accuracy.

6. Demonstrate appropriate greeting skills.

7. Arrange for alternative transportation.

8. Promote procedures, benefits, and capabilities of service facility.

9. Check vehicle service history.

10. Identify and recommend service and maintenance needs.

11. Communicate completion expectations.

12. Obtain repair authorization.

13. Identify customer type (first time, warranty, repeat repair, fleet, etc.).

14. Present professional image.

15. Perform customer follow-up.

16. Explain and confirm understanding of work performed, and charges; review

methods of payment.

17. Effectively communicate customer service concern/request.

18. Understand the technician’s diagnosis and service recommendations.

19. Verify availability of required repair parts.

20. Establish completion expectations.21. Monitor repair progress.

21. Interpret and clarify repair procedures.

22. Document information about services performed or recommended.

23. Maintain shop production and efficiency.

24. Maintain open lines of communication within the organization.

25. Understand the elements of a maintenance procedure.

26. Identify related maintenance procedure items.

27. Locate and interpret maintenance schedule information.

28. Demonstrate knowledge of warranty policies and procedures/parameters.

29. Locate and use reference information for warranties, service contracts, and service

bulletins, and campaign/recall.

30. Explain warranty, service contract, technical service bulletin, and campaign/recall

procedures to customers.

31. Verify applicability of warranty, service contracts, and campaigns/recalls.

32. Locate and utilize vehicle ID number (VIN).

33. Locate production date.

34. Locate and utilize component identification data.

35. Identify body styles.

36. Locate paint and trim code(s).

37. Provide and explain estimates.

38. Identify and prioritize vehicle needs.

39. Address customer concerns.

40. Communicate the value of selling related and additional services.

41. Explain product/service features and benefits.

42. Overcome objections.

43. Close sale.

44. Manage work flow.

45. Use available shop management systems (computerized and manual).

46. Identify labor operations.

47. Demonstrate knowledge of sublet procedures.

48. Maintain customer appointment log.

49. Address repeat repairs/comebacks

**Instructional Objectives**

Upon completion of the course the student should be able to:

1. Analyze automotive service labor guides and correctly calculate hourly labor rate.

2. Prepare an estimate for customer presentation. Write a legal work order as described and outlined by the California Department of Consumer Affairs Division of the Bureau of Automotive Repair.

1. Create an organizational system to properly manage an automotive shop.
2. Explain service operations to customers in understandable terms.
3. Evaluate customer needs and have vehicle repaired with favorable outcome.

**Student Learning Outcomes**

Upon completion of the course the student can:

1. Safely and responsible perform automotive repairs while minimizing the negative impact on the environment.

1. Effectively perform service-writing and management operations while complying with local and state laws

**Grading Policy:**

100% thru 90% = A

89% thru 80% = B

79% thru 70% = C

69% thru 60% = D

59% or below = F

The student must complete 109 hours of lab and demonstrate 49 stated tasks with a minimum total score of 147 before the completion of the term to receive credit

**To receive text update for Auto77L such as cancelled classes or other important information:**

**Enter this number: 81010**

**Text this message: @akh877**

**Victor Valley College Automotive Technology Department**

**Student Policies and Procedures**



In addition to the following policies and procedure, students are governed by and expected to abide by the general rules, code of ethics and conducts of Victor Valley College. Please refer to the student handbook for complete information.

**General Rules**

1. All repairs must be supervised by an instructor or qualified assistant designated by the instructor. The shop may not be used outside of regular scheduled class time or without the permission and presence of an instructor.
2. If a student needs to leave the shop area during regular scheduled class time they are asked to inform the instructor.
3. Student are encouraged and in some courses required to bring tools to lab sessions, however VVCC or its employees are not responsible for the theft of your tools. VVCC will provide an open top, unmonitored, locked tool storage area, however you are leaving locked toolboxes at your own risk. If you do not feel comfortable leaving your tools under these conditions you are encouraged to store them elsewhere.
4. Only students that are currently enrolled in a class are permitted to be in a classroom, the auto shop library, parking area or in the auto shop work area.
5. All hazardous waste including oil, brake fluids, oil filters, gasoline, solvents and any other substance generally considered by the State of California to be of a hazardous nature must be stored and disposed of properly, if you have questions contact the Automotive Instructional Assistance
6. Students are encouraged to review the (MSDS) Material Safety Data Sheets before contacting any material or chemical in the shop. MSDS are located in the auto shop library.

**Service Order Procedures and Lab Rules**

1. The instructor must approve all lab projects before work has begun.
2. Students will not be permitted to work in the lab area until they have passed both SP2 automotive safety and pollution training courses and tests with a score of 80% or higher.
3. All vehicles entering the auto shop parking area must have a current work order.
4. Keys will be given to the service advisor and kept in a locked storage area for the duration of the vehicles stay in the automotive department. Keys can be checked out during lab sessions from the tool crib with a washer from the tool crib.
5. Only vehicles with a current repair order will be permitted in the shop or rear parking areas. Student parking is provided in designated parking areas only.
6. All vehicles must have steering wheel covers, seat cover, floor mats and fender covers applied before repair work is started.
7. Students will be giving a technician work sheet and must document all work that is performed and all needed additional work on that sheet.
8. An instructor must verify all repairs and the technician worksheet must be signed by the instructor before the repair order can be closed and the vehicles can leave the lab area.
9. After repairs have been completed and repair orders have been closed vehicles must be removed from the shop and rear parking areas. Vehicle left without permission may be subject to impound.
10. The instructor will have the ability to stop any project, assignment, repair or operation at anytime and for any reason if he or she feels that is being conducted in an unsafe manner, a safety rule is being violated, or it poses a hazard to anyone.
11. The internet may be accessed in the computer lab of the automotive department during scheduled class time and only with the permission of the instructor. The following web sites are the only sites that may be accessed. Students found in violation of the internet rules or procedure will be subject to the following procedures or may be subject to immediate dismissal depending on the severity of the infraction.
12. Respiratory protection is required whenever in the presence of vapors or airborne particulate matter of any kind
13. Students are not permitted to use any piece of shop equipment without being properly trained on its usage and safety practices.
14. Students are not permitted to drive or road test a vehicle without being accompanied by the instructor or Instructional Assistant. If the road test is with the instructional Assistant the student must acquire permission from the instructor.
15. When road testing a vehicle all laws must be obeyed and the vehicle may not be operated in an unsafe manner.
16. Students who do not possess a valid California driver’s license may not operate or sit in the driver’s seat of a vehicle.
17. Before starting any vehicle ensure that both feet are in the vehicle, all doors are closed, seat belt is on and you are prepared to operate the vehicle.
18. Wheels must be chocked on all vehicles before repair work is started.
19. A shop exhaust ventilation hose must be connected to the exhaust pipe of any vehicle running in the auto shop.
20. If a student doesn't understand the complete and safe operation of a piece of equipment, service operation or procedure it is not only their right but the responsibility of the student to stop and ask for proper training from an Instructor and Instruction Assistant before proceeding.

**Personal Conduct and Behavior**

1. Profanity and inappropriate conversation is unprofessional and will not be permitted.
2. In the Automotive Industry it is very important that you not only behave in a professional manner, but that you also look professional. Therefore the following mandatory dress policy must be followed:
   1. The Victor Valley College Automotive Department Shirt must be worn to all lab and class sessions.
   2. The designated department shirt must be clean, unwrinkled and worn properly at all times.
   3. You must be bathed, clean, free of malodor, properly groomed and attired before coming to class. This determination will be made by the instructor and should be consistent with what an employer would expect during working hours.
   4. Your hair must be neat and clean.
   5. Fingernails must be clean and cut short. For Safety reasons acrylic are not allowed.
   6. Students not abiding by these policies will be dismissed from class for the day and will not be allowed to make up missed work.
   7. Any student who fails to conduct themselves in a professional manner will be removed from the class and forwarded to the Dean for corrective action.
   8. Students are required to conduct themselves in a safe and professional manner when in the classroom, lab area and when on the VVCC campus.
   9. Victor Valley College is a smoke-free institution. Smoking or the use of any tobacco products **or smokeless devices such as e-cigarettes,** is prohibited at all campus sites. Students, staff members and visitors to the campuses of Victor Valley College are permitted to use tobacco products or smokeless devices in their personal vehicles only.
   10. Students are not permitted to take breaks in the rear parking area
   11. Eating or drinking is not permitted in the shop, library/computer lab, or the rear parking area.
   12. Thievery of any kind is against department and college rules.
   13. Safety glasses are required when in the shop, whether working on a lab project or not. Smoked colored glasses, sunglasses, and some tinted glasses do not meet the auto shop standard. Please see instructor before purchasing glasses for proper identification. The instructor will have final say on what is or is not safe and appropriate. Some operations may require the additional use of a complete safety shield or tinted lenses for welding or cutting.
   14. Proper close-toed shoes are required in the lab area.
   15. Short pants are not permitted in the lab area.
   16. Loose or baggy clothing is not recommended and may be unsafe. The instructor will have final say on what is or is not safe and appropriate.

**Shop Cleanup and Maintenance**

1. Students are responsible for keeping and maintaining a clean lab area while working in lab.
2. Students are to ensure that all lab areas are thoroughly cleaned before leaving the lab area.
3. Cleaning up oil spills from the shop floor:
   1. Apply oil absorbent to oil spill and allow sufficient time for oil absorbent to absorb fluid.
   2. Sweep up an either recycle or dispose of absorbent in oil absorbent disposal container.
   3. Wipe up remaining residue with shop rags and recycle shop rags.
   4. After determining floor is free of oil, mop floor with hot soapy water.
   5. After ensuring mop water is free of contaminates, dispose of mop water in shop sink.
   6. After disposing of used mop water thoroughly clean mop head and bucket and return empty bucket and clean mop to storage rack. Ensure that mop is returned to the hanging position to ensure that it dries.
   7. (Please note that complete shop cleaning instructions are contained the in Shop Maintenance guide, however due to the legality of waste oil disposal a brief explanation was given here.)
4. All vehicle must be removed from the shop and work areas, parked and locked at the end of the lab session.
5. All benches must be cleaned and returned to the proper area at the end of the lab session.
6. Food and drinks are not allowed in the computer or service advisor areas.
7. Please notify your instructor and the instructional assistant in the event of a large hazardous materials spill.

**Attendance**

1. All students enrolled in a lecture or lab class are required to **“clock in”** upon their arrival and **“clock out”** upon their departure from class. This time card will serve as the official attendance record for the course. It is the responsibility of the student to ensure that this task is completed during every class session.

I have read, fully understand and agree to be abide by the Victor Valley College Departments Policies and Procedures.

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**After signing and dating above, please return the entire packet. Your copy of this document is included in the course syllabus of record of all Victor Valley College Automotive Courses.**

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