

**J. Sargeant Reynolds Community College
Course Content Summary**

Course Prefix and Number: AUT 275

Credits: 3

Course Title: Shop Management

Course Description (including lecture hours, lab hours, total contacts)

Studies shop layout, personnel management, cost analysis, record keeping and quality control. Discusses shop manager, service salesman, and service writer's roles in customer relations. Lecture 3 hours per week

General Course Purpose

To examine the automotive shop operations and management. Safety will be emphasized.

Course Prerequisites/Corequisites (*Entry-level competencies **required** for enrollment*)

None

Course Objectives (Each item should complete the following sentence.)

Upon completing the course, the student will be able to:

- a. Demonstrate the knowledge necessary to perform cost analysis functions
- b. Demonstrate the ability to keep accurate records of time, inventory, and productivity
- c. Demonstrate knowledge of the importance of good customer relations
- d. Show the ability to recognize the quality of workmanship performed in an automotive shop
- e. Demonstrate the ability to make sound decisions related to personnel management situations

Major Topics to be Included

- a. Shop Layout
- b. Cost Analysis
- c. Quality Control
- d. Management of Inventory and Personnel
- e. Record Keeping

Effective Date of Course Content Summary (Month, Date Year): April 1, 2009