

MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE

COURSE OUTLINE

DEPT. DSL

COURSE NUMBER: 2131

NUMBER OF CREDITS: 3

Lecture: 1 Lab: 2 OJT 0

Course Title:
Service Department Operations and Procedures

Catalog Description:
Service Department Operations and Procedures covers the operation of a service department including customer relations and business operations such as reporting forms, work orders, and warranty claims. The student will practice shop management procedures. This course allows students to place advanced theory into practical application in the laboratory setting.

Prerequisites or Necessary Entry Skills/Knowledge:
None

FULFILLS MN TRANSFER CURRICULUM AREA(S)

- ☐ Goal 1: Communication: By meeting the following competencies:
- ☐ Goal 2: Critical Thinking: By meeting the following competencies:
- ☐ Goal 3: Natural Sciences: By meeting the following competencies:
- ☐ Goal 4: Mathematics/Logical Reasoning: By meeting the following competencies:
- ☐ Goal 5: History and the Social and Behavioral Sciences: By meeting the following competencies:
- ☐ Goal 6: The Humanities and Fine Arts: By meeting the following competencies:
- ☐ Goal 7: Human Diversity: By meeting the following competencies:
- ☐ Goal 8: Global Perspective: By meeting the following competencies:
- ☐ Goal 9: Ethical and Civic Responsibility: By meeting the following competencies:
- ☐ Goal 10: People and the Environment: By meeting the following competencies:

Topics to be Covered
Shop Management
Customer Relations
Project Management

Student Learning Outcomes
Demonstrate leadership skills in shop operations
Demonstrate customer service skills
Analyze projects to determine efficient use of time and resources
Disassemble, inspect, evaluate, repair, and reassemble and test diesel and farm equipment components
Determine communication methods to be used with team members

Determine communication methods to be used with customers

Manage shop inventory and place orders with vendors

Is this course part of a transfer pathway: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Revised Date: 8/2021