Faculty members are required to have the outline submitted to the Academic Affairs Office. The course outline is the form used for approval of new courses by the Academic Affairs and Standards Council.

**DEPT. PRSP**  
**COURSE NUMBER: 1145**

**NUMBER OF CREDITS: 4**  
**Lecture: 1**  
**Lab: 3**

**Course Title:**  
Performance Technologies

**Catalog Description:**  
This capstone course will provide students the opportunity to hone their skills developed through the program and incorporate those skills and business principles to manage the service center concept from customer check-in to finished product. New vehicle prep will be included here as well as service advisor skill development to determine customer needs and the processes to meet those expectations.

**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:

**Prerequisites or Necessary Entry Skills/Knowledge:**
Passing grade in TRAN1100 *Introduction to Transportation*

### Topics to be Covered
- Customer relations.
- Customer satisfaction.
- Dealerships’ expectations for new technicians.
- Review the principal responsibilities of the service manager, service advisor, parts department.
- Being a team player.
- Productivity and flat rate times.
- Review paperwork responsibilities.
- Prepare and set up new equipment for resale.
- How to handle all variations of customers’ wants and needs.
- Work on live customer equipment.

### Student Learning Outcomes

<table>
<thead>
<tr>
<th>a)</th>
<th>Exhibit appropriate shop safety practices.</th>
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<td>b)</td>
<td>List the various job positions and the role they play in the service department.</td>
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<td>c)</td>
<td>List and describe what paperwork a technician will use.</td>
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<td>d)</td>
<td>Apply improved mechanical knowledge and mechanical aptitude.</td>
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<tr>
<td>e)</td>
<td>Identify the proper tooling needed to complete the repair.</td>
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<td>f)</td>
<td>Exhibit the attitude necessary to be an efficient and responsible technician.</td>
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<td>g)</td>
<td>Demonstrate the ability to order the correct parts needed for the repair.</td>
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<td>h)</td>
<td>Describe and illustrate that they know how to use service manuals to trouble shoot and diagnose what needs to be repaired.</td>
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<td>i)</td>
<td>Apply the correct repair sequence during disassembly and reassembly.</td>
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<td>j)</td>
<td>Explain the importance of following the set up instructions during pre-delivery set up and inspections.</td>
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<td>k)</td>
<td>Demonstrate proper technique when dealing with customers’ concerns so they can leave feeling confident with the work performed.</td>
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### Is this course part of a transfer pathway?

- Yes [ ]
- No ☒

Revised Date: May 2020