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: 1140

NUMBER OF CREDITS: 2
Lecture: 1
Lab: 1

Course Title:
Principles of Shop Operations

Catalog Description:
This course will prepare students for the day-to-day operation of a service center. Manufacturer’s service procedures, record management, work order processing, warranty service, new vehicle preparations, and customer relations will all be focal points of this course.

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 TRAN 1100 Introduction to Transportation
### Topics to be Covered

- Transition to workforce diversity.
- New technicians’ expectations at dealership.
- Jobs available at a dealership.
- Working under an experienced technician
- Work ethic.
- Paperwork associated with job.
- Liability for your work performed.
- Warranty work.
- Set up of new equipment.
- Customer relations.

### Student Learning Outcomes

| a) | Exhibit proper safety habits. |
| b) | Demonstrate the skills to be able to work with others as a team player. |
| c) | Describe the multiple positions that make up a dealership and roles of each. |
| d) | Illustrate skills learned on the various paperwork involved in day-to-day work. |
| e) | Students will be able to take constructive criticism from senior technicians. |
| f) | Students will have the necessary skills to do various types of new product setup. |
| g) | Identify the liability of being a technician. |
| h) | Demonstrate the ability to be able to communicate with customers in the beginning, during the repair, and after the job is complete. |

### Is this course part of a transfer pathway: Yes ☐ No ☒

Revised Date: May 2020