# Course Outline

**DEPT. DSL**

**COURSE NUMBER:** 2131

**NUMBER OF CREDITS:** 3  
**Lecture:** 1  **Lab:** 2  **OJT:** 0

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## 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.

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## Prerequisites or Necessary Entry Skills/Knowledge:

None

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**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:

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## Topics to be Covered

- Shop Management
- Customer Relations
- Project Management

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## 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 ☐ No ☒

Revised Date: 8/2021