

AUTOMOTIVE SERVICE ADVISOR CERTIFICATE

Division: Technology and Engineering

PROGRAM CODE: 2C40647

The **Automotive Service Advisor Certificate (formerly Automotive Service Advisor Skills Certificate)** is designed to provide the student with entry level employment skills needed in the area of automotive service advising, service consulting, customer greeting, and repair order dispatching. A student can seek employment in new car dealerships, specialty repair shops, and franchise automotive repair facilities. The course work will develop a student's understanding of the major automotive systems and their ability to communicate malfunctions to a customer. The proper calculations of repair costs and the completion of industry recognized repair orders will also be covered in the course work. This certificate requires a total of 18.5-22.5 units. A minimum grade of C is required in each course taken.

Code	Title	Units
Required Courses (9.5 units):		
AUTO 131 F	Automotive Fundamentals	4.5
CIS 148 F	Introduction to Personal Computer Communications	2
MKT 208 F	Principles of Selling	3
Restricted Electives (9-13 units):		9-13
AUTO 051 F	Internship in Automotive	2-4
AUTO 055 F	Automotive Business Management	5
AUTO 060 F	Automotive Powertrains	5
AUTO 065 F	Automotive Electrical and Electronic Systems	5
AUTO 081 F	Engine Rebuilding and Repair	8
AUTO 082 F	Engine Performance and Drivability	8
AUTO 083 F	Brake and Suspension Systems Repair	8
AUTO 086 F	Automatic Transmission Fundamentals	3
AUTO 089 F	Automotive Air Conditioning	4
BUS 180 F	Small Business Management	3
BUS 266 F	Human Relations in Organizations (formerly Human Relations in Business)	3
Total Units		18.5-22.5

Outcome 1: Prepare repair orders that reflect an accurate representation of the customer concern.

Outcome 2: Explain the proper operation and malfunction of automotive systems in a clear and concise manner to customers.

Outcome 3: Estimate the automotive repair cost and discuss the repair options with a customer. Follow up with the customer after the completion of repairs.

Outcome 4: Demonstrate professionalism and courtesy to fellow employees and customers. Adhere to high ethical standards in all business transactions.