COURSE NUMBER & TITLE: ASES 2018: Shop Management / Supervision
CREDITS: 1 (1 Lec/ 0 Lab)
PREREQUISITES: Instructor approval.

CATALOG DESCRIPTION:
Shop Management / Supervision introduces concepts and business practices used in the managing or supervising in the automotive field. Topics include customer and employee relations, productivity monitoring, estimate construction, and repair order writing.

OUTLINE OF MAJOR CONTENT AREAS:
1. Elements of supervision
2. Employee / customer relations and communication
3. Estimate construction
4. Repair order writing
5. Monitoring of employee productivity
6. Discuss various shop policies
7. Discuss current hazardous waste policies

COURSE GOALS/OBJECTIVES/OUTCOMES:
1. Students will write repair orders.
2. Students will prepare service estimates.
3. Students will perform basic accounting procedures.
4. Students will calculate technician productivity.
5. Students will define shop safety policies.
6. Students will define hazardous materials requirements.
7. Students will discuss OSHA regulations and enforcement.

MNTC GOALS AND COMPETENCIES MET:
N/A

HCC COMPETENCIES MET:
Communicating Clearly & Effectively
Thinking Creatively & Critically
Social/Civic Responsibility
Practicing Cultural, Economic, and Environmental Sustainability

STUDENT CONTRIBUTIONS:
The student will:
1. Attend all class sessions.
2. Participate in class activities and discussions.
3. Request assistance when needed.
4. Complete and hand in assigned work when due.

Attendance is critical: if the student is not present, they cannot participate in or contribute to the learning process.

**STUDENT ASSESSMENT SHALL TAKE PLACE USING INSTRUMENTS SELECTED/DEVELOPED BY THE COURSE INSTRUCTOR.**

**ADDITIONAL INFORMATION:**
Tasks lists, handouts, and other materials will be provided.
Safety glasses are required in the lab.

*Curriculum Committee Approval Date: April 3, 2018*

**AASC APPROVAL DATE: April 18, 2018**
**REVIEW DATE: April 2023**