

AUTOMOTIVE SERVICE ADVISING, CERTIFICATE OF ACHIEVEMENT

The Certificate of Achievement in Automotive Service Advising prepares students for a position as a service advisor in the automotive industry. This certificate combines mechanical knowledge and customer skills and is a critical position in any automotive shop. An automotive service advisor is at the forefront of an auto repair shop. It is the service advisor who deals with customers upon their arrival and departure. A career as a service advisor places an individual in a position of authority. It also combines competitive pay and a unique job experience that may provide a sense of security for years to come. The service provided by a service advisor includes making customers fully aware of every kind of service that has been performed on their vehicles. Communication between the service advisor and customer is critical to keeping the customer fully informed and content. Students will learn and practice these skills in class and may observe, through additional coursework, a service advisor at work during job shadowing. Students will be prepared to take the ASE C2 for a Certificate as a Service Consultant through our accreditation organization.

Course ID	Title	Units/ Hours
Required Core Courses:		
AT R110	Introduction to Automotive Technology	6
AT R161	Automotive Business Management	6
Total Units		12
Year 1		
Fall Semester		Units/Hours
AT R110	Introduction to Automotive Technology	6
Units/Hours		6
Spring Semester		
AT R161	Automotive Business Management	6
Units/Hours		6
Total Units/Hours		12

Upon successful completion of this program, students will be able to:

- Demonstrate use of positive language practicing customer service skills.
- Practice environmental safety in accordance with applicable safety and environmental regulations governing the automotive industry.
- Recognize and analyze online service data, classify written repair material and technical service bulletins during simulated customer interactions.
- Interpret automotive electrical wiring diagrams to aid in the diagnosis and repair of automotive electrical problems.
- Organize and care for basic automotive tools and equipment and store safely.
- Practice skills needed for industry and state certification tests.