

**J. Sargeant Reynolds Community College
Course Content Summary**

Course Prefix and Number: AUT 275

Credits: 2

Course Title: Shop Management

Course Description: Studies shop layout, personnel management, cost analysis, record keeping and quality control. Discusses shop manager, service salesman, and service writer roles in customer relations. Lecture 2 hours per week.

General Course Purpose: This course introduces anyone studying automotive service technology, hobbyists, service technicians, shop owners, managers, and office staff to safe and proper practices for managing a workshop and/or repair center.

Course Prerequisites and Co-requisites:

None

Student Learning Outcomes:

Upon completing the course, the student will be able to

- a. Understand safe, efficient shop layout;
- b. Recognize the role of significant staff members;
- c. Practice practical record keeping and recognize its importance; and
- d. Practice good customer service and recognize its significance.

Major Topics to Be Included:

- a. Customer service
- b. Workflow
- c. Cost of doing business
- d. Management

Effective Date of Course Content Summary: January 30, 2018