Course Information Form (CIF)

Course Code: AFD 295

Course Title: Service Shop Operations

Department: Applied Sciences and Technologies
PCS Code: 1.2 - Occupational/Technical Instruction
CIP Code: 47.0604
Repeatability: 0

Effective Date: Summer 2026

Credit Hours

Catalog Notation: 2-2-3
Credit Hour Distribution:

Lecture: 2	Lab: 2	Clinical: 0	**Total: 3**

General Course Information

Catalog Description

Simulation of automotive/diesel shop situations including customer relations, vehicle diagnosis, repairs, and the flat-rate concept. Learn shop practices and reinforce previously learned skills to make a smoother transition to a job placement experience.

General Course Objectives

Students will learn about customer relations, vehicle diagnosis and repairs, the flat-rate concept, and new shop practices as well as revisit previously learned skills to make a smoother transition to a work experience.

Minimum Placement Levels

English	Reading	Math
Placement into ENG 098	Placement into CCS 098	Placement into MAT 060

Prerequisites

Credit in AFD 113
Credit or concurrent enrollment in AFD 231

Methods of Evaluation

The minimum number of evaluation methods will include: 1 exam, 4 quizzes, and 1 lab practical.

Instructional Materials and Additional Supplies

ASE Test Prep and Study Guide, 2nd edition. Halderman, Pearson 2017. 0134169727

Course Content

General Learning Outcomes (GLOs)

- Critical Thinking and Information Literacy: Students will demonstrate the ability to evaluate perspectives, evidence, and implications, and to locate, assess, and use information effectively.
- Reasoning and Inquiry: Students will demonstrate the ability to solve problems using deductive reasoning and logic, quantitative reasoning, or the scientific method.
- Technology: Students will demonstrate the ability to evaluate, select, and appropriately use current and emerging tools.

Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Service Shop Operations	1. Recognize and experience the working environment of a technician within an automotive/diesel repair firm with a focus on the flat-rate concept.	4	1	0
Manuals	1. Locate, comprehend, and apply information from shop manuals.	5	6	0
Automotive Service Excellence (ASE) Certification	1. Prepare and test in the ASE student version for a minimum of one area.	6	2	0
Hazardous Materials Handling	1. Recognize what a hazardous material is and what health and safety precautions need to be followed.	2	0	0
Lab Work with Customer Vehicles	1. Reinforce previous instruction. 2. Troubleshoot for a specific complaint, isolate the cause, and perform the correction quickly and accurately. 3. Describe how to select, operate, and interpret pertinent test equipment. 4. Describe how to select and operate tools safely and efficiently. 5. Diagnose antilock brake system problems. 6. Analyze tire wear. 7. Determine when to use shim type alignment. 8. Diagnose 4-wheel drive (4WD) and all-wheel drive (AWD) automatic system issues.	4	15	0
Customer Relations	1. Describe the role of the shop foreman, service manager, service writer, and technician and how each affects customer relations.	2	2	0
Estimates	1. Prepare and explain the diagnosis, work necessary, and reasoning behind the repair estimate to the service writer, shop foreman, or customer. 2. Analyze sample repair orders.	3	4	0
Other Related Automotive Service Topics	1. Use up-to-date information and practices to evaluate situations and problems that arise during operation of the service shop. 2. Clarify points of service procedures.	4	0	0

Total Contact Hours

Lecture Hours	Lab Hours	Clinical Hours
30	30	0