

AUTOMOTIVE SERVICE MANAGEMENT, CERTIFICATE

Automotive service manager and service advisor skills will be emphasized. Repair orders will be covered in detail, including how to calculate labor, parts and other fees. Proper terminology and best practice for writing a work order will be covered. Customer service skills including communication skills, service consulting, customer relations, and making the sale will be covered. Safety compliance, employee management, expenses and general shop management will also be covered. The **Automotive Service Management certificate** requires 21 credits in the courses listed below.

For more information about Automotive Service Technology, please visit the program page (<http://www.cod.edu/automotive/>).

Certificate Requirements

Field of Study Code: AUTO.CER.SERV

Code	Title	Credits
AUTO 1110	Engine Design and Operation	3
AUTO 1120	Manual Drive Train and Axles	3
AUTO 1131	Automotive Electrical I	3
AUTO 1140	Suspension, Steering and Alignment	3
AUTO 1301	Automotive Service Consulting	3
AUTO 1302	Automotive Service Management	3
MANAG 1100 or BUSIN 1161	Supervision Entrepreneurship	3
Total Credits		21