
SECTION HEADING

DSL 2131: Service Department Operations and Procedures

Description

Service Department Operations and Procedures covers the operation of a service department including customer relations and business operations such as reporting forms, work orders, and warranty claims. The student will practice shop management procedures. This course allows students to place advanced theory into practical application in the laboratory setting.

Credits

3

Topics to be Covered

1. Shop Management
2. Customer Relations
3. Project Management

Learning Outcomes

1. Demonstrate leadership skills in shop operations
2. Demonstrate customer service skills
3. Analyze projects to determine efficient use of time and resources
4. Disassemble, inspect, evaluate, repair, and reassemble and test diesel and farm equipment components
5. Determine communication methods to be used with team members
6. Determine communication methods to be used with customers
7. Manage shop inventory and place orders with vendors

Credit Details

Lecture: 1

Lab: 2

OJT: 0