

FIXED OPERATIONS AUTO BODY

Course Syllabus

Course Description

Fixed Operations Auto body is designed to introduce students to the business and service side of the Auto body industry. Students will gain knowledge and hands-on experience in customer service, service writing, parts operations, inventory management, dealership operations, and automotive business procedures. This course prepares students for entry-level careers and post-secondary opportunities in automotive fixed operations.

Course Objectives

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

- ✓ Describe the structure and functions of automotive fixed operations.
 - ✓ Demonstrate professional customer service skills.
 - ✓ Complete repair orders and service documentation accurately.
 - ✓ Identify automotive parts and understand inventory procedures.
 - ✓ Explain dealership operations and profitability concepts.
 - ✓ Apply workplace safety standards and professionalism.
 - ✓ Develop communication, teamwork, and leadership skills.
 - ✓ Explore automotive career opportunities and industry certifications.
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Course Units of Study

Unit 1 – Introduction to Fixed Operations

- Auto body industry overview
- Dealership organizational structure

- Career pathways and opportunities
- Professional expectations

Unit 2 – Safety and OSHA

- Shop and workplace safety procedures
- Personal Protective Equipment (PPE)
- Hazard communication
- Emergency procedures

Unit 3 – Customer Service Excellence

- Greeting customers professionally
- Active listening and communication skills
- Conflict resolution techniques
- Customer satisfaction and retention

Unit 4 – Service Advisor Operations

- Appointment scheduling
- Vehicle write-up procedures
- Repair orders and documentation
- Maintenance recommendations
- Labor estimates and customer communication

Unit 5 – Parts Department Operations

- Automotive parts identification
- Parts catalog systems
- Ordering procedures
- Inventory management
- Receiving and stocking procedures

Unit 6 – Warranty and Documentation

- Warranty procedures
- Service records and documentation
- Documentation standards
- Record retention practices

Unit 7 – Dealership Business Operations

- Fixed operations profitability
- Labor rates and productivity
- Customer retention strategies
- Key Performance Indicators (KPIs)

Unit 8 – Career Readiness

- Resume development
 - Interview preparation
 - Workplace ethics
 - Teamwork and leadership
 - Industry certifications and employment readiness
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Classroom Expectations

Students are expected to:

1. Arrive on time and prepared for class.
 2. Follow all classroom and safety procedures.
 3. Respect instructors, classmates, and school property.
 4. Participate actively in class discussions and activities.
 5. Complete assignments and projects on time.
 6. Demonstrate professionalism and integrity at all times.
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Grading Policy

Category	Percentage
Daily Participation & Professionalism	20%
Assignments & Classwork	20%
Quizzes & Tests	25%
Projects & Presentations	20%
Final Exam	15%

Career Opportunities

- Service Advisor
- Parts Specialist
- Warranty Administrator
- Service Manager
- Parts Manager
- Customer Relations Representative
- Dealership Operations Manager

