

SUBMITTED BY: David Weishaar

STRATEGY NAME: Advanced Auto Shop Management

PURPOSE/ OBJECTIVES: Advanced Auto 2 students will communicate, schedule, manage and bill all automotive service appointments

MATERIALS NEEDED: Computers, Google Documents, Google Auto Email Address, Shopkey

PROCESS: The students will handle the entire customer side of the automotive business. A school automotive email will be established that students will use to communicate to the customers (teachers). They will be required to timely respond to the customer needs and schedule necessary appointments. Once the vehicle leaves the shop, students will write up an accurate invoice to reflect the services performed on the vehicle.

1. Using the school email, students will directly contact and respond to all customer emails regarding vehicle maintenance and appointments.
2. Students will schedule oil changes, tire rotations, brake jobs, and various other maintenance requests with the customers. These appointments will be added to both Google calendar and also placed on the dry erase schedule in the classroom.
3. Students will send out maintenance reminder emails the day before a vehicle comes in the shop outlining times and location of service.
4. Students will manage Advance Auto 1 students while performing maintenance on the vehicles in the shop. Every job should be inspected for accuracy.
5. The students will create an invoice that outlines all the services performed on Shopkey. They will print 3 copies:
  - a. 1 copy to the customer
  - b. 1 copy to the business office
  - c. 1 copy records for the auto shop

Advanced Auto 2 students will get real world feel and hands on experience dealing with the business side of running an Automotive Shop. This lesson will develop problem-solving skills and force students to work outside their comfort zone to find solutions.