

AUTOMOTIVE PARTS SALES

*Effective Term – Summer 1997 [1997*02]*

APS 100	Intro to Parts Sales	3	0	3
Prerequisites:	None			
Corequisites:	None			

This course introduces the fundamental operations of a dealership parts department or parts store. Topics include work orders, counter invoices, purchase orders, parts pick-up/delivery, shipping/receiving, and cash register usage. Upon completion, students should be able to arrange delivery of parts, use shipping schedules, provide price/availability information, stock inventory, generate invoices/credits, and count change. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 101	Intro to Parts Catalogs	2	2	3
Prerequisites:	None			
Corequisites:	None			

This course introduces the automotive parts catalog system. Emphasis is placed on use of indexing, interchanges, table of contents, numerical listing, catalog formats, and locating parts numbers. Upon completion, students should be able to research parts information through catalogs, provide information to customers, and read and comprehend technical information. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 102	Parts Identification	2	2	3
Prerequisites:	None			
Corequisites:	None			

This course covers the identification of automotive parts by name and function. Emphasis is placed on identifying automotive components and systems and relating parts to the appropriate system. Upon completion, students should be able to identify automotive components and systems, locate/use VIN numbers, and use appropriate references. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 103	Engine Systems Operation	1	2	2
Prerequisites:	None			
Corequisites:	None			

This course introduces the basic concepts of internal combustion engine operation. Topics include terminology, identification and location of major systems/parts, and basic engine operating principles. Upon completion, students should be able to identify, locate, and describe the basics of the different parts and systems associated with an internal combustion engine. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 104 Brake Systems Operation

1 2 2

Prerequisites: APS 103

Corequisites: None

This course covers the operation, types, diagnosis, and servicing of automotive braking systems. Topics include drum and disc brakes, hydraulic principles, power-assisted brakes, parking brakes, and anti-lock braking systems. Upon completion, students should be able to identify the parts of a braking system and describe the basic operation of an automotive braking system. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 105 Steering/Suspension Fund

1 2 2

Prerequisites: APS 103

Corequisites: None

This course covers the operation, types, diagnosis, and servicing of steering and suspension systems. Topics include manual and power steering systems and standard and electronically controlled steering and suspension systems. Upon completion, students should be able to identify the parts and describe the basic operation of automotive steering and suspension systems. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 106 Drive Train Fundamentals

1 2 2

Prerequisites: APS 101 and APS 103

Corequisites: None

This course covers the operation, design, diagnosis, and servicing of automotive drive trains. Emphasis is placed on clutches, manual and automatic transmissions/transaxles, rear axle assemblies, and drivelines. Upon completion, students should be able to identify the parts and explain the basic operation and service of an automotive drive train. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 107 Parts Sales Fundamentals

1 2 2

Prerequisites: APS 101, APS 102, and APS 103

Corequisites: None

This course introduces sales techniques and assistance in proper parts selection. Topics include providing customers with information, efficient parts delivery, sales techniques, building customer rapport, resolving customer complaints, and providing follow-up. Upon completion, students should be able to practice suggestive sales techniques, build a customer base, adapt to customer needs, and use vocabulary appropriate to customers. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 108 Parts Sales Application I

2 3 3

Prerequisites: APS 100 and APS 101

Corequisites: None

This course covers application of sales techniques, including product knowledge and determination of customer needs. Emphasis is placed on proper sales techniques, invoicing, parts delivery, building customer rapport, and operation of cash registers. Upon completion, students should be able to demonstrate proper sales techniques. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 201	Computerized Catalogs	1	3	2
Prerequisites:	APS 100 and APS 101			
Corequisites:	None			

This course introduces the use of computers for accessing parts information. Topics include locating parts numbers, interchange information, parts availability, and prices. Upon completion, students should be able to demonstrate competence in using computers to identify, locate, and price parts and monitor inventory. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 202	Parts Inventory Control	2	2	3
Prerequisites:	APS 102			
Corequisites:	None			

This course covers the fundamentals of parts inventory control including computerized inventory control. Topics include performing physical inventory, error correction, inventory rotation, records, inventory damage control, stock location, and security concerns. Upon completion, students should be able to develop and explain the necessity of an inventory control system. *This is a diploma-level course.*

*Effective Term – Summer 1997 [1997*02]*

APS 208	Parts Sales Application II	2	3	3
Prerequisites:	APS 108			
Corequisites:	None			

This course introduces suggestive sales techniques, building customer base, and maintaining customer accounts. Emphasis is placed on building/maintaining customer rapport, providing follow-up service, adapting to customer needs, and providing efficient service. Upon completion, students should be able to present a flexible sales plan to maintain customer accounts and establish new accounts. *This is a diploma-level course.*

See the SEL and SEM prefixes for generic Selected Topics and Seminar course descriptions.