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| **LESSON PLAN Ref:** | **ASE EDUCATION FOUNDATION**  **TASK A0** | **Course Ref:** | **SUPPLEMENTAL TASKS** |

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| **Subject / Course:** | **AUTOMOTIVE SERVICE TECHNOLOGY** | | |
| **Topic:** | **PREPARE VEHICLE FOR SERVICE** | | |
| **Lesson Title:** | **USING REPAIR/WORK ORDERS** | | |
| **Level:** |  | **Lesson Duration:** | **1.0hr** |

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| **Lesson Objectives:** |
| 1. Identify information needed and the service requested on a repair order.  2. Identify purpose and demonstrate proper use of fender covers, mats.  3. Demonstrate use of the three Cs (concern, cause, and correction).  4. Review vehicle service history.  5. Complete work order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction. |

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| **Summary of Tasks / Actions:** |
| Students are to demonstrate the use of a repair/work order as a communication tool and a legal document..  1. Have students get the VIN from their assigned vehicle. Using manuals or other resources, have students look up the data given by the VIN. Grade the information for correctness.  2. Create "Real World" scenarios that students can use to practice the 3C's  3. Have students interview other teachers and/or students in the school about "Concerns" with their vehicles.  JOB SHEET: Students Complete Job Sheet A01 Using a Repair/Work Order |

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| **Materials / Equipment:** |
| 1. Repair/Work Order: Blank copies for the students to practice using.  2. Electronic Service Information; ALLDATA, Shop Key.  3. Actual Examples of repair orders from various repair facilities. |

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| **References:** |
| 1. Provide students with a sample work order and several examples of prices and percentages to calculate.  2. Reference the 3 C's Concern, Cause, & Correction. |

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| **Take Home Tasks:** |
| 1. Have students get the VIN from their vehicle or their parent's vehicle.  2. Have students interview their parents, neighbors, etc about their vehicle concerns.  3. Students can visit/shadow a local repair facility and observe the customer service operation. |