

AUTO - DEALERSHIP - PARTS DEPARTMENT STUDENT INTERNSHIP SKILLS LIST Provo School District

This list is designed to help you obtain considerable information during your internship period. The column on the left will designate various procedures used in the internship you have been assigned. When you have a procedure, record the date and have your mentor or sponsor initial the square. There is a lot to see and learn. Specific skills you are doing should be listed. Be sure to ask your mentor to show you as much as she/he can.

PROCEDURE OR SKILL	DATE	INITIAL	DATE	INITIAL	DATE	INITIAL
PARTS DEPARTMENT						
A. Customer Service						
1. Answer phones						
2. Meet and greet public						
3. Handle customer complaints						
B. Parts Counter						
1. Determine needs of customer and type of part required						
2. Locate parts a. Electronically using computer system b. Parts catalogue c. Microfiche						
3. Check price and availability of part						
4. Be able to use in house computer system for billing						
5. Warranties after market and factory						
6. Send to cashier						
C. Stock Room						
1. Pull parts						
2. Receive parts						
3. Inventory parts electronically and physically						
4. Parts control						
5. Shipping parts						
6. Pricing and numbering systems						
7. Dispatch drivers						
8. Coordinate with service department and automotive technicians						

D. Parts Delivery Driver			
1. Learn parts			
2. Learn pricing and billing			
3. Learn customer service			
E. Management and Supervision			
1. Overall operations of department			
2. Knowledge of pricing systems and levels			
3. Inventory control			
4. Parts obsolescences and ordering			
5. Understand and use all computer parts systems			
6. Knowledge of supervisory principles			
REPAIR SERVICE ESTIMATOR SERVICE WRITER			
A. Customer Service			
1. Answer phones			
2. Meet and greet public			
3. Handle customer complaints			
4. Liaison between customer & mechanics			

B. Write Repair Orders			
1. Format and explain repair complaints			
a. Use terminology of customer			
b. Use mechanical or technical terms for technicians			
2. Inspect vehicle when required			
3. Dispatch repair orders to team leaders			
C. Up Sales			
1. Report diagnosis and repair cost estimates to customers			
2. Complete all paperwork			
3. Send customer to cashier			
4. Bring repair order to closure			
D. Warranty work			
1. Factory warranties			
2. After market warrantee			
3. Extended warranties			