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

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

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