

Customer Service Information Sheet

1. **Program Name:** Automotive Service Technology
2. **Program Information:** An ASE Certified automotive training program. Students are trained in vehicle inspection /maintenance, engine repair, steering/suspension, electrical, engine performance, brakes, and air conditioning.
3. **When and how does your program offer customer service:** Tuesday thru Friday by appointment. Cars are dropped off at 8:00 AM and left for the day. Call Dave Gillies at EXT. 1306
4. **Customer Service Fees:** Parts are charged at 10-15% over cost. Labor prices are set by the job and are considered donations to the student activity account. Tips are welcome.
5. **What happens to the customer service fees:** All money received for the student account are used for field trips, competition expenses, awards, and class apparel.