



DAMAGE ANALYSIS, ESTIMATING, AND CUSTOMER SERVICE — ABCT 2103

A. Course Description

- **Credits:** 2.00
- **Lecture Hours/Week:** 2.00
- **Lab Hours/Week:** 0.00
- **OJT Hours/Week:** 0
- **Prerequisites:** None
- **Corequisites:** None
- **MnTC Goals:** None

This course will contain and require handwritten and computer driven estimation procedures and understanding of estimating terminology with a strong emphasis on customer service. Prerequisites: ABCT 1111, ABCT 1120, ABCT 1130, ABCT 1142, ABCT 1150, ABCT 1212, ABCT1214, ABCT 1216, ABCT 1230.

B. Course Effective Dates: 8/25/14 – Present

C. Outline of Major Content Areas

As noted on course syllabus

D. Learning Outcomes

1. Understanding customer consultation to identify vehicle needs while maintaining customer service.
2. Learn vehicle estimating and understand insurance procedures for an automotive insurance claim.
3. Provide a positive attitude and professional appearance while negotiating vehicle repairs.
4. Identify the differences between recycled, after market, OEM and reconditioned vehicle parts.
5. Identify and record pre-existing damage and prior repairs.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

F. Learner Outcomes Assessment

As noted on course syllabus

G. Special Information

None noted

