

# MRT 111: Service Operations/Customer Service

Students will become familiar with various service department job functions with dealerships of major manufacturers, including Honda Marine, Mercury Marine, MerCruiser, Suzuki, Volvo, Penta BRP, and Yamaha. They will learn how the technician functions in the dealership in dealing with parts, inventory, warranties, repair orders, technical bulletins, flat rates and service manuals. Students will use hands-on approaches to learn the importance of the various roles in these areas. They will be required to demonstrate knowledge and abilities through written tests and the use of unique training workstations that utilize manufacturers' computer software.

**Credits:** 3

**Lab Hours:** 0

**Lecture Hours:** 3

**Prerequisites:**

None

**Co-Requisites:**

None