

CRTN230N : Estimating and Customer Service: A Capstone Experience

Students will learn to assess damages using industry accepted estimating service provider's information. The study of economics in damaged vehicles and their repairs will be discussed. Customer relations and sales skills will be practiced. Students will learn about working with the customer, the insurance company and developing a repair plan. This course includes a Capstone project.

Class Hours 3

Lab Hours 0 **Credits** 3

Prerequisites

Successful completion of all Collision Repair coursework or permission of Program Coordinator

Corequisites

CRTN201N, CRTN225N, CRTN245N.