

## Information sheet for the course Service Experience

<b>University:</b> <i>Alexander Dubček University of Trenčín</i>					
<b>Faculty:</b> <i>Faculty of special technology</i>					
<b>Course unit code:</b> <i>SAOA/B/2-31/d</i>			<b>Course unit title:</b> <i>Service Experience</i>		
<b>Type of course unit:</b> <i>optional</i>					
<b>Planned types, learning activities and teaching methods:</b> <i>3 hours laboratory exercises per week, full-time method</i>					
<b>Number of credits:</b> 5					
<b>Recommended semester:</b> <i>4<sup>th</sup> semester in the 2<sup>nd</sup> year (full-time)</i> <i>4<sup>th</sup> semester in the 2<sup>nd</sup> year (part-time)</i>					
<b>Degree of study:</b> <i>I. (bachelor)</i>					
<b>Course prerequisites:</b> <i>SAOA/B/2-61/d Car Construction I</i>					
<b>Assessment methods:</b> <i>100% participation in laboratory exercises, the attainment of goals laboratory exercises correctly Term paper, demonstrate knowledge of subject content in written and oral examination.</i>					
<b>Learning outcomes of the course unit:</b> <i>The student has a deep cross in the specialized field of knowledge construction and operation of the functional parts of the car, which is essential for the successful management of specialized subjects related to the repair and maintenance of vehicles.</i>					
<b>Course contents:</b> <i>Principles of organization and technology activities across the service and repair services according to individual assignment and conditions subject at the practice implemented. Service experience is focused on selling cars, diagnosis, servicing and repair of vehicles, carrying out technical tests of cars, complaint management, provision and sale of spare parts.</i>					
<b>Recommended of required reading:</b> <i>LIŠČÁK, Š., MATĚJKA, R., RIEVAJ, V., ŠULGAN, M. Prevádzkové charakteristiky vozidiel. EDIS vydavateľstvo ŽU, Žilina 2004. ISBN 80-8070-247-0</i> <i>GSCHEIDLE, R. Príručka pro automechanika. vyd. Sobotáles 2007. 685 s. ISBN 978-80-86706-17-7</i> <i>LIŠČÁK, Š. Spoločnosť v prevádzke cestných vozidiel. Žilina: EDIS 2002. ISBN 80 –7180-969-5</i> <i>VLK, F. Stavba motorových vozidel. Nakladatelství a vydavatelství Vlk. Brno 2003. ISBN 80-238-8757-2</i> <i>VLK, F. Diagnostika motorových vozidel. Nakladatelství a vydavatelství Vlk. Brno 2006. ISBN 80-239-7064-X</i>					
<b>Language:</b> Slovak					
<b>Remarks:</b>					
<b>Evaluation history</b> <i>Total number of students being evaluated: 85</i>					
A	B	C	D	E	FX
63,53	15,29	11,76	4,71	4,71	0,0
<b>Lecturers:</b> <i>Ing. Monika Pilková, PhD.</i>					
<b>Last modification:</b> <i>15.4.2014</i>					
<b>Supervisor:</b> <i>prof. Ing. Alexej Chovanec, PhD., guarantee of the study program „Vehicles Maintenance and Repair“</i>					