Professional Technical Studies
PATHWAY: Sales & Service
CLUSTER: Transportation, Distribution & Logistics

Maintaining Facilities, Equipment & Supplies
- Identifies and describes automotive equipment reliability

Management of Sales & Service Operations
- Determines future demand for potential products and services
- Describes and explains alternative products, services, and pricing
- Uses technology to manage sales and service operations
- Determines sales growth opportunities for new products and services
- Analyzes changing customer and market needs
- Evaluates competitor products and services
- Monitors competitor pricing
- Determines future demand for potential products and services
- Establishes relationships with customers
- Determines customer needs
- Describes and explains alternative products, services, and pricing
- Assists customer in making decisions
- Closes customer sale
- Completes sales transactions

Employability & Career Development
- Displays initiative and open-mindedness
- Completes all tasks thoroughly and identifies strategies for accomplishing job