

OT 22 - RECEPTIONIST AND BASIC TELECOMMUNICATIONS (Fall 1997)

INSTRUCTOR: Toni Ensz TELEPHONE: 638-3641, Ext. 255
OFFICE: B-2, Office Hours: M & W 1-2 and T 11:30-12:30

MATERIALS OF INSTRUCTION:

- ✓ Telephone Techniques by Dorothy A. Neal, Published by Glencoe.
- ✓ Data Communications for Business, 3rd ed. By Silver & Silver, Published by Boyd Fraser.
- ✓ Paper, pencils, and a pen.

COURSE OBJECTIVES:

To prepare you for today's automated office and front desk responsibilities by learning interpersonal communication skills, basic telephone communications equipment and concepts, terminal equipment and applications, electronic mail and telephone training. We will study specific types of businesses and their telephone communication needs.

COURSE COMPLETION REQUIREMENTS:

- ◆ Attend MWF class sessions 10:00 a.m. - 10:50 a.m.
- ◆ Read the assigned chapters before coming to class.
- ◆ Complete and hand in all required assignments.

GRADING:

Tests	30%
Final	10%
Quizzes	20%
Assignments (in class)	20%
Homework	20%

Based on the following scale:

90% - 100%	... A
80% - 89%	... B
70% - 79%	... C
60% - 69%	... D
59% or below	... F

All assignments must be completed in order to satisfactorily complete the requirements of this course - including the final.

CLASSROOM BEHAVIOR:

Everyone is expected to behave as an adult college student. Nothing to eat, drink or chew is to be brought or consumed in the Lab at any time! No radios, earphones, beepers, cell phones are allowed in class. Any student who is disruptive in a class will be asked to leave and will not be allowed to return to class according to the Student Behavior rules in the KRCC Catalog.

THE LAST DAY TO DROP A SEMESTER LENGTH COURSE CLASS - October 17, 1997

HOLIDAYS:

September 1 - Labor Day

October 10 - Staff Development Day

November 11 - Veteran's Day

November 27 & 28 - Thanksgiving

December 15-19 - Final Exam Week