

Spring 2000
Instructor
Class Location
Home Telephone

Arvilla (Vel) Truhett
Room PHY-75
(559) 638-6632

Office Technology
Today's Receptionist
Syllabus OT 48
M-T-W 2:00-2:50pm

Text **Telephone Techniques, Dorothy Neal 2nd edition 1998**
(Available at college bookstore, \$23.65)

Attendance **Class will begin promptly at 2:00pm. You must attend**
Class regularly.
If an emergency comes up you must call.
Three absences may result in you being dropped from
class.

Grading	90-100%	A	<u>Total Points 800</u>	
	80-89%	B	Quizzes	300
	70-79%	C	Lab Exercises	150
	60-69%	D	Writing Assignments	250
			Final Exam	100

In Class Prohibitions **No eating, drinking, chewing gum or smoking.**
No children will be allowed in the classroom.

Course Objectives **To develop telephone communication skills.**
1. Answering the telephone
2. Making telephone calls
3. Managing specific telephone calls
4. Quality customer service on the telephone
5. Telephone equipment and technology

Summary

**Correct telephone techniques reviewed.
Reinforce main points.
Write a short synopsis on telephone techniques.
Final Exam 3/8/2000**

Holidays

Martin Luther King Jr.	Monday, Jan. 17th
Lincoln's Day	Friday, Feb. 18th
Washington's Day	Monday, Feb. 21st

Today's Receptionist
M-T-W 2:00-2:50pm
WEEK 1 LESSON PLAN

MONDAY JAN. 10

Introduction of students
Review Syllabus
How you will benefit from this course
Homework assignment read pages 1-13, do activity 1-5

WEDNESDAY 12

Review chapter one pages 1-13, distinguish main points
Homework assignment pages 14-27, do activities

FRIDAY 14

Review pages 14-27, distinguish main points
Homework assignment pages 28-40