

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</u> 800	
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

Assignments

All assignments for this course will be completed during class sessions. The work is supervised by the instructor as daily evaluation of skill and competency will occur.

Grading System

Grades will be determined using the following criteria:

Lessons (includes attendance)	15%
Corrective Practice	20%
Number of Honor Roll Papers	20%*
NWAM Improvement	45%

Grading Scale:

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

*Honor Roll Papers

*** Super Honor Roll - You exceed the NWAM of the most recent timed writing by at least 5 words a minute, and you make zero or one error.

** Speed Honor Roll - You match the NWAM of your most recent timed writing or exceed it by up to four words a minute, and you make zero or one error.

* Accuracy Honor Roll - Your speed is within three words a minute of the NWAM of your most recent timed writing, and you make zero or one error.

When you earn an honor roll paper, a special honor roll animation plays and your score in the dialog bar (and on the Summary Report) appears with one star (Accuracy), two stars (Speed), or three stars (Super).

Summary

**Correct telephone techniques reviewed.
Reinforce main points.
Write a short synopsis on telephone techniques.
Final Exam 5/17/2000**

Holidays

Spring Break

April 17-21st