
OFFICE TECHNOLOGY 48 TODAY'S RECEPTIONIST REEDLEY COLLEGE

Quarter 1, Fall 2009

MWF 10:00-10:50, FEM 7

#51070 : 08/17-10/16

Mrs. Pam Gilmore

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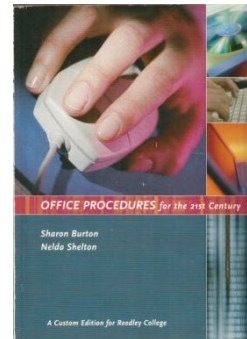
Office Hours in BE 48 A: MWF 8-8:50 or by appointment

CATALOG DESCRIPTION:

Today's Receptionist is a course where students will learn the proper use of the telephone, including basic communication skills, answering the phone, placing callers on hold, transferring calls, and taking complete messages. This course also includes handling mail, scheduling appointments, making travel arrangements, developing appropriate business relationships, and general front desk duties.

REQUIRED TEXT AND SUPPLIES:

Office Procedures For The 21st Century, Burton, Sharon, and Nelda Shelton, Prentice Hall Publishers, ISBN 9-780536-442383 (\$68.60)



COURSE OUTCOMES:

Upon completion of this course, students will be able to:

- A. communicate effectively using the telephone.
- B. manage business telephone calls efficiently and project a positive image.
- C. handle incoming and outgoing mail and packages.
- D. obtain travel information and make reservations.
- E. schedule appointments and keep an appointment calendar.
- F. use appropriate grooming, dress, and etiquette in a business office setting.
- G. analyze business communications and use appropriate level of confidentiality and discretion.

COURSE OBJECTIVES:

In the process of completing this course, students will:

- A. practice effective telephone communication including voice tone, enunciation, professionalism, and word choices.
- B. review a variety of telephone call situations, practicing appropriate responses to all telephone calls.
- C. learn basic mail room procedures, including incoming and outgoing mail.
- D. learn about business travel, the use of travel agents, and practice making travel arrangements via the Internet.
- E. study various methods of appointment scheduling, keeping an appointment book up to date.
- F. review and practice appropriate business dress and makeup.

- G. practice business etiquette as it applies to various regions of the United States as well as other countries.
- H. discuss issues of privacy, confidentiality, discretion, and ethics.

COURSE CONTENT OUTLINE:

- A. Communicating on the Telephone
 - a. Basic communication skills
 - b. Avoiding miscommunication
 - c. Listening skills
 - d. International Communication
- B. Handling Incoming Calls
 - a. Answering
 - b. Screening
 - c. Placing Callers on Hold
 - d. Transferring Calls
 - e. Taking Messages
 - f. Being Sensitive to Cultural and Language Differences
- C. Making Outgoing Calls
 - a. Planning Your Calls
 - b. Directory Assistance
 - c. International Calls
 - d. Telephone Rates
- D. Processing the Mail
 - a. Mail Sorting, Coding, and Internal Distribution
 - b. Outgoing Mail, UPS, and other mail handlers
 - c. Courier Services
 - d. Voice Mail
- E. Scheduling
 - a. Appointments
 - b. Master Calendars
 - c. Automated Calendars
 - d. Conforming Calendars
 - e. Conferences
- F. Travel
 - a. Making Reservations for Travel and Lodging
 - b. Passport Applications
 - c. Itineraries
 - d. Expense Reports
 - e. Cultural Mores in International and Regional Businesses
- G. Front Desk Issues
 - a. Security
 - b. Projecting a Positive Image
 - c. Grooming and Dress
 - d. Managing the Reception Area
- H. Career Opportunities
 - a. Entry Level
 - b. Professional Offices
 - c. Agricultural Businesses
 - d. Hospitality Industry
 - e. Manufacturing Industry

ATTENDANCE:

Students are expected to attend all class meetings, be on time, and be in class the entire class session. The only excused absences are those due to a school-related activity or a requirement to appear in court. Calling me to tell me you will be absent does not excuse you but is considered a professional courtesy. Students leaving class before the end of class will be counted as being absent and will lose attendance points. Your classmates and I would greatly appreciate that students in the class take care of any personal needs (i.e., using the restroom, getting a drink, sharpening a pencil) before class begins. One participation point per day is earned in this course for class participation. If you do not attend class, you cannot earn the participation point for the day. If you decide to drop the course, it is your responsibility to make the drop official in the Admissions and Records office or else possibly receive a grade of F.

HOLIDAYS: SEPTEMBER 7 (MONDAY) – LABOR DAY

DROP DEADLINE: 9/16/09 (WEDNESDAY)

CLASS PARTICIPATION

This course requires class participation. Participation points will be earned on a daily basis. There are no bad questions unless they are intended to disrupt the learning process. You may not work on homework during class. You may not study for another class, sleep, or read a book during class. CELL PHONES AND PAGERS ARE TO BE IN SILENT-MODE. (See note regarding POP Quizzes.)

TARDIES:

Students are expected to be on time. It is distracting, rude and unfair to fellow classmates and to the instructor when a student is late. Two tardies results in a loss of 1 participation point.

HOMEWORK:

Some homework will be collected. Each assignment collected will be graded on completeness, neatness, and effort. Homework should be written or keyboarded on one side of a standard sized paper 8 1/2 x 11 (No spiral paper, please) stapled in the upper left-hand corner, and in order. If you purchase a used book and find pages to be missing, it is your responsibility to acquire pages used in study and homework assignments. Record the class name, your name, homework (chapter and problems), and date on each homework assignment. No late homework will be accepted! *Note: Being absent the day homework is collected does not entitle you to turn it in late!* Telephone or email me to discuss your specific situation.

QUIZZES:

Quizzes may be announced. There are no makeup's for missed quizzes. POP Quizzes will be given each time a cell phone is activated or a text message is sent or received during class.

TESTS:

There are no makeup's for missed tests. If you foresee that you have an unavoidable situation on an upcoming test date, you may arrange to take the test early. No late tests will be allowed. Telephone or email me to discuss a specific situation.

FINAL EXAM:

A one-hour comprehensive final exam will be given at the end of the quarter. The date and time of the exam is as follows: Friday, October 17, 10:00-10:50.

PARTICIPATION:

Students are required to participate in all class discussions and activities. Participation Points are earned in this course. You may not start the homework during class. You may not study for another class, sleep, or read a book during class.

GRADING:

- *QUIZZES & CLASS PARTICIPATION:* 20%
- *HOMEWORK:* 30%
- *TESTS:* 50%

Percent of Total Points	Grade
90-100	A
80-89	B
70-79	C
60-69	D
0-59	F

WEB ADDRESS TO ACCESS YOUR PROGRESS GRADES:

<http://sc.webgrade.classmanager.com/reedleycollege/>

Your User ID is the same as your Reedley College Student ID.

I will email you your password and a link to the Web site at the end of week 2.

ADA

If you have special needs as addressed by the Americans with Disabilities (ADA) act including alternate media requests, please notify your course instructor immediately. Reasonable efforts will be made to accommodate your special needs.

ACADEMIC DISHONESTY

Students at Reedley College are entitled to the best education that the college can make available to them, and they, their instructors, and their fellow students share the responsibility to ensure that this education is honestly attained. Because cheating, plagiarism, and collusion in dishonest activities erode the integrity of the college, each student is expected to exert an entirely honest effort in all academic endeavors. Academic dishonesty in any form is a very serious offense and will incur serious consequences.

Cheating is the act or attempted act of taking an examination or performing an assigned, evaluated task in a fraudulent or deceptive manner, such as having improper access to answers, in an attempt to gain an unearned academic advantage. Cheating may include, but is not limited to, copying from another's work, supplying one's work to another, giving or receiving copies of examinations without an instructor's permission, using or displaying notes or devices inappropriate to the conditions of the examination, allowing someone other than the officially enrolled student to represent the student, or failing to disclose research results completely.

Plagiarism is a specific form of cheating: the use of another's words or ideas without identifying them as such or giving credit to the source. Plagiarism may include, but is not limited to, failing to provide complete citations and references for all work that draws on the ideas, words, or work of others, failing to identify the contributors to work done in collaboration, submitting duplicate work to be evaluated in different courses without the knowledge and consent of the instructors involved, or failing to observe computer security systems and software copyrights.

Incidents of cheating and plagiarism may result in any of a variety of sanctions and penalties, which may range from a failing grade on a particular examination, paper, project, or assignment in question to a failing grade in the course, at the discretion of the instructor and depending on the severity and frequency of the incidents.