

FALL 2016

MWF 10:00-10:50

CTL 1

#58973: 10/21/16-12/16/16

INSTRUCTOR: TIFFANY DIX

CTL 1: 638-0300

EMAIL: tiffany.dix@reedleycollege.edu

OFFICE HOURS: I do not have an office on campus; however, you may contact me at the email address listed above or text/call me anytime at **(559) 462-0234**. Please make sure you state clearly your name, class and any information necessary for communication.

REQUIRED TEXT AND SUPPLIES:

BUSINESS SKILLS (BURTON) OT 48 – TODAY'S RECEPTIONIST
PUBLISHER PEARSON CUSTOM
ISBN: 978-0-558-71589-2

- ✓ 1 GB FLASH DRIVE (*JUMP DRIVE, MEMORY STICK, USB DRIVE*)

***IMPORTANT NOTE: Each student is required to have his or her own textbook. You will not be allowed to work from copies or share with another student. If the textbook is not acquired by the end of the second week of instruction, the student will be dropped.**

COURSE 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 procedures.

COURSE OUTCOMES:

UPON COMPLETION OF THIS COURSE, STUDENTS WILL BE ABLE TO:

- ✓ Communicate effectively using the telephone.
- ✓ Manage business telephone calls efficiently and project a positive image.
- ✓ Handle incoming and outgoing mail and packages.
- ✓ Obtain travel information and make reservations.
- ✓ Schedule appointments and keep an appointment calendar.
- ✓ Use appropriate grooming, dress, and etiquette in a business office setting.
- ✓ Analyze business communications and use appropriate level of confidentiality and discretion.

COURSE CONTENT OUTLINE:

- A. COMMUNICATING ON THE TELEPHONE
- B. HANDLING INCOMING CALLS
- C. MAKING OUTGOING CALLS
- D. PROCESSING THE MAIL
- E. SCHEDULING
- F. TRAVEL
- G. FRONT DESK ISSUES
- H. CAREER OPPORTUNITIES

ATTENDANCE AND TARDIES:

- Just as it is expected that employees will be present for all workdays, students are expected to attend all class meetings, be on time, and be in class the entire class session. Roll is taken each class period. The only excused absences are those due to a school-related activity or a requirement to appear in court and you must let me know before the absence. Any other absence, calling me to tell me you will be absent does not excuse you but is considered professional courtesy and will be noted in your attendance record. (On the job, if you do not call prior to being absent, you will be reprimanded or fired.) Students leaving class before the end of class will be recorded as a tardy and 3 points will be deducted from participation.
- 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. **Wednesday, November 16th is the final drop date for this course.**
- I do not accept late work, nor do I allow for make-up work (this includes in-class work, homework, and tests). This means you need to be in class and do the work as assigned. If you are aware you are going to be absent, you may complete the assignment and hand it in early, but no late work will be accepted.
- In this class, you are allowed 2 absences before being dropped from the class. Absences and tardies will affect your grade. Five points will be deducted for each day of non-participation.
- Students are expected to be on time. Two tardies are considered 1 absence.

HOLIDAYS:

- Friday, November 11 – Veterans Day
- Thursday & Friday, November 24 & 25 – Thanksgiving Holiday

TESTS:

- There are no make-ups for missed tests or quizzes. 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.
- Try not to be late for an exam. If you are late, you may start the exam up to the time the first student finishes the exam and leaves. After the first student leaves, you may not take the exam and it will count as a missed exam.
- You may not leave the classroom once you have been given the test. If you leave the classroom, you will need to hand in your test.

FINAL EXAM:

- A comprehensive final exam will be given at the end of the quarter. **Final Exam Date: TBA**

GRADING:

- **CLASS PARTICIPATION:** 10%
- **LAB ASSIGNMENTS:** 40%
- **TESTS/QUIZZES:** 50%

Grade	Percentage of total points
A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	59% and lower

ACCESSING YOUR PROGRESS GRADES:

- Grades will be available throughout the semester on Canvas. I will post announcements in Canvas as grades are updated.

CELL PHONES:

- Please place your phones on vibrate before class begins. No texting allowed in class. If you must take a phone call, please step out of the classroom when talking. I will ask you to leave class and deduct 1 point from your participation grade if you continually have your phone out during class. No earphones allowed in class.

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.
- If you are caught cheating on an assignment, everyone involved will receive zero points on that assignment. ***Cheating, in this class, is handing in the same assignment as another student as if it was your own.***
- 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.

Receipt and Acknowledgement of OT 48 syllabus

I, _____ acknowledge the receipt of this OT 48 syllabus.
(Print your name legibly)

I have read the guide and understand the policies and procedures of this course. I particularly understand the policies regarding **Attendance, make-ups, cell phones, and Grading**, as outlined in this document.

Signature _____

Id # _____

Date _____

Phone # _____

Emergency Contact Name _____

Emergency Phone Number _____

Tell me about yourself...what are your interests, family, affiliations???

Are there any medical conditions you have that might be helpful for me to know?
