

SPRING 2022: ONLINE
#52464: 3/14/22 – 5/20/22

INSTRUCTOR: TIFFANY DIX

COMMUNICATION POLICY

There are several ways to connect with me throughout the duration of this course:

Email: For the quickest response, please message me using the 'Inbox' tab via Canvas. This method is very efficient, and your email message will be automatically tagged with your course name/number. You may also email me at: tiffany.dix@reedleycollege.edu Please remember to include your full name, course, and any other pertinent information. I will try my best to respond within 24 hours.

(NOTE: Regular Business Hours are Monday through Friday, 9am - 5pm)

Phone: A Google voicemail line has been set up for students who prefer to communicate via phone, please call: **(559) 462-0234**. Make sure you clearly state your full name, course, and any other pertinent information. A transcript of your message will be emailed to me. *(Same 24hr. response time applies to phone messages)*

Office Hours: I will be available to meet with students one-on-one daily as follows:

Monday through Friday, 9-10am, Virtual via Zoom

(Meeting link & password will be posted in Canvas 'Announcements')

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:

- ✓ Practice effective telephone communication including voice tone, enunciation, professionalism, and word choices.
- ✓ Review a variety of telephone call situations, practicing appropriate responses to all calls.
- ✓ Learn basic mail room procedures, including incoming and outgoing mail.
- ✓ Learn about business travel, the use of travel agents, and practice making travel arrangements via the Internet.
- ✓ Study various methods of appointment scheduling, keeping an appointment book up to date.
- ✓ Review and practice appropriate business dress and makeup.
- ✓ Practice business etiquette as it applies to various regions of the United States as well as other countries.
- ✓ Discuss issues of privacy, confidentiality, discretion, and ethics.

COURSE CONTENT OUTLINE**A. Communicating on the Telephone**

1. Basic communication skills
2. Avoiding miscommunication
3. Listening skills
4. International Communication

B. Handling Incoming Calls

1. Answering
2. Screening
3. Placing Callers on Hold
4. Transferring Calls
5. Taking Messages
6. Being Sensitive to Cultural and Language Differences

C. Making Outgoing Calls

1. Planning Your Calls
2. Directory Assistance
3. International Calls
4. Telephone Rates

D. Processing the Mail

1. Mail Sorting, Coding, and Internal Distribution
2. Outgoing Mail, UPS, and other mail handlers
3. Courier Services
4. Voice Mail

E. Scheduling

1. Appointments
2. Master Calendars
3. Automated Calendars
4. Conforming Calendars
5. Conferences

F. Travel

1. Making Reservations for Travel and Lodging
2. Passport Applications
3. Itineraries
4. Expense Reports
5. Cultural Mores in International and Regional Businesses

G. Front Desk Issues

1. Security
2. Projecting a Positive Image
3. Grooming and Dress
4. Managing the Reception Area

H. Career Opportunities

1. Entry Level
2. Professional Offices
3. Agricultural Businesses
4. Hospitality Industry
5. Manufacturing Industry

PARTICIPATION / ATTENDANCE

Participation is KEY in an online learning environment! As such, your participation score will be based on several factors, including Zoom meetings, discussion board responses, homework, and test submissions.

- Students will be dropped from this course as a “no-show” if they do not submit their student introduction assignment by the end of the first week.
- If you decide to drop the course at any time throughout the semester, it is your responsibility to make the drop official in the Admissions and Records office or else possibly receive a failing grade.

Monday, April 18th is the final drop date for this course!

LATE WORK / TESTS

It is very important that you pay close attention to all posted due dates as I do not allow late work of any kind. There are no make-ups for missed assignments, tests or quizzes. However, if you foresee an unavoidable situation on an upcoming test date, you may arrange to take the test early. Please contact me to discuss your specific situation, otherwise any and all late work will be marked as zero.

HOLIDAYS

- Monday – Friday, April 11th through 15th – Spring Break

FINAL EXAM

A comprehensive final exam will be given during the last week of the course.

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:

- Progress grades will be available via Canvas throughout the semester.

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.

**IMPORTANT! PLEASE READ:
Syllabus Receipt and Acknowledgment**

**Please submit response via Canvas
(*syllabus assignment*) acknowledging that
you have read and understand the entire
course syllabus.**