

RECEPTIONIST
Technical Diploma

About the Receptionist Program

Prepare for entry-level office positions such as receptionist and clerk. Then, advance to the Office Assistant diploma and into the Administrative Professional associate's degree.

PROGRAM OUTLINE

SEMESTER: 1		
Course #	Course Title	Credits
1010210600	Business Orientation Introduces students to the topics of business and allows them to experience the expectations and rigor of the program. Students also participate in self-assessments to provide feedback and self-awareness of the relationship between interest and aptitude for the program.	1.00
1010212100	Customer Service This course is intended to teach learners to identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Students will develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing and prioritizing customer needs. Students will learn to use the telephone effectively and efficiently in the world of work, telephone etiquette, messaging, and voice mail.	1.00
1010311500	MS Word Beginning Provides practice in using basic word processing functions and features of MS Word.	1.00
1010312500	MS Outlook Learners will identify the importance of using electronic communication tools to help organize and manage communications, contacts, schedules, calendars, tasks, and perform basic customizations of the electronic communication software. Ethical and appropriate use electronic communication is included. Students will apply these techniques with hands on activities.	1.00
1010312600	MS Excel Beginning Develops skills in using basic spreadsheet functions of MS Excel for business users.	1.00
1010313500	MS Access Beginning Develops skills in using basic features to design a database, manipulate and query records, and prepare reports and labels.	1.00
1010314100	MS Powerpoint Beginning Develops skills in using basic graphics, layout, and slide show features to produce professional-looking presentations.	1.00
1010611400	Records Management This course explores the comprehensive field of records management by applying basic principles and procedures for storing and retrieving information and maintaining an efficient manual and/or computerized filing system using the simplified filing rules developed by the Association of Records Managers and Administrators, Inc. (ARMA). The following methods of storing records are studied: alphabetic, subject, numeric, and geographic. Basic terminology of records management is taught throughout the course. Records retention, disaster planning, control measurements, information security, and disposition are discussed.	1.00

Course #	Course Title	Credits
1010611600	Document Processing Enhances keyboarding skills and develops basic document formatting techniques.	3.00
1080119500	Written Communication Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments is designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.	3.00

Total Credits: 14.00

Talk with an Academic Advisor about the program outline. Together, you will determine if credits you've already earned satisfy any requirements, discuss possible alternative courses, and choose the best classes if you're thinking of transferring.

AT A GLANCE

Flexible Options



100% ONLINE MULTIPLE START DATES PERSONALIZED PACE

2019 Start Dates

January 16	April 15	September 9
February 4	June 6	October 7
March 4	July 1	November 4
April 1	September 4	

2020 Start Dates

January 8	March 2	June 1
January 15	May 8	July 6
February 3	May 11	

Approximate Cost

\$1,878*

*Based on 10-level courses - materials, books, and fees may be additional

What You'll Learn

- Demonstrate effective workplace communications

- Apply technology skills to business and administrative tasks
- Perform routine administrative procedures

Your Potential Careers

- Receptionist
- Office Clerk

Median Annual Salary

\$30,139	\$31,639	\$30,181
Local	State	National

EMSI 2018.3

Get Started

Your application can be submitted online, it takes just a few minutes to complete.

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