

RECEPTIONIST

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

COURSE #	COURSE TITLE	CREDITS
1010210600	<p>Business Orientation</p> <p>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.</p> <p>Competencies</p>	1.00
	<p>10102106C01 Business Orientation</p> <p>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.</p>	1.00
1010212100	<p>Customer Service</p> <p>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.</p> <p>Competencies</p>	1.00
	<p>10102121C00 Customer Service</p> <p>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.</p>	1.00
1010311500	<p>MS Word Beginning</p> <p>Provides practice in using basic word processing functions and features of MS Word.</p> <p>Competencies</p>	1.00
	<p>10103115C01 MS Word Beginning</p> <p>Students will apply word processing features to create business documents.</p>	1.00
1010312500	MS Outlook	1.00

COURSE #	COURSE TITLE	CREDITS
	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 of electronic communication is included. Students will apply these techniques with hands on activities.	
	Competencies	
	10103125C00 MS Outlook	1.00
	Students 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.	
1010312600	MS Excel Beginning	1.00
	Develops skills in using basic spreadsheet functions of MS Excel for business users.	
	Competencies	
	10103126C01 MS Excel Beginning	1.00
	Students will apply spreadsheet functions to create business documents.	
1010313500	MS Access Beginning	1.00
	Develops skills in using basic features to design a database, manipulate and query records, and prepare reports and labels.	
	Competencies	
	10103135C00 MS Access Beginning	1.00
	Students will apply database functions to create, query, and maintain a database.	
1010314100	MS Powerpoint Beginning	1.00
	Develops skills in using basic graphics, layout, and slide show features to produce professional-looking presentations.	
	Competencies	
	10103141C00 MS PowerPoint Beginning	1.00
	Students will apply presentation functions to create business presentations.	
1010611400	Records Management	1.00

COURSE #	COURSE TITLE	CREDITS
	<p>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.</p> <p>Competencies</p>	
	<p>10106114C01 Records Management A</p> <p>Students will explore methods of saving, organizing and retrieving electronic files.</p>	0.25
	<p>10106114C02 Records Management B</p> <p>Students will explore the comprehensive field of records management utilizing alphabetic, subject, numeric, governmental, and geographic methods of storing and retrieving records.</p>	0.75
1010611600	<p>Document Processing</p> <p>Enhances keyboarding skills and develops basic document formatting techniques.</p> <p>Competencies</p>	3.00
	<p>10106116C00 Document Processing</p> <p>Students will expand keyboarding skills and speed and will develop basic and advanced document formatting techniques.</p>	3.00
1080119500	<p>Written Communication</p> <p>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.</p> <p>Competencies</p>	3.00
	<p>10801195C00 Written Communication</p> <p>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.</p>	3.00
	<p>2080121900 English Composition I</p> <p>Develops expository writing and critical thinking skills, including clarity, concision, concreteness, and completeness of expression, supported by reasoning, organization, and language conventions.</p>	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

How You'll Learn



100% ONLINE MULTIPLE START DATES FLEXIBLE PACE

2021 Start Dates

January 6	May 7	September 1
February 1	June 7	October 4
March 1	July 5	November 1

2022 Start Dates

January 5	March 1	June 6
February 7	May 2	July 11

[VIEW FULL ACADEMIC CALENDAR](#)

Approximate Cost

\$2,114*

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

What You'll Learn

- Perform entry-level administrative procedures
- Create internal and external relationships

Your Potential Careers

- Receptionist
- Office Clerk

Median Annual Salary

\$30,704	\$32,847	\$31,919
Local	State	National

EMSI 2020.1

Get Started

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

APPLY NOW