

# Dakota County Technical College

## ADTC 1019: Receptionist Skills

### A. COURSE DESCRIPTION

Credits: 2

Lecture Hours/Week: 2

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course incorporates the skills that are needed to be an effective receptionist. Topics such as: scheduling techniques using various software, typing skills, interpersonal communications, customer service.

**B. COURSE EFFECTIVE DATES:** 05/21/2014 - Present

**C. OUTLINE OF MAJOR CONTENT AREAS**

#### **D. LEARNING OUTCOMES (General)**

1. define dependability and follow through
2. define first impression/professionalism
3. define harassment
4. define nonverbal communication
5. demonstrate computer file management skills
6. demonstrate confidentiality in the workplace
7. demonstrate effective listening skills
8. demonstrate effective written communication (email)
9. demonstrate filing skills
10. demonstrate follow through skills
11. demonstrate phone skill technique
12. demonstrate problem-solving techniques
13. demonstrate proficiency in internet research
14. demonstrate proficiency in prioritizing
15. demonstrate proficiency using Microsoft PowerPoint
16. demonstrate proficiency using Microsoft Word
17. demonstrate proper keyboarding skills
18. demonstrate scheduling techniques using various softwares
19. demonstrate set-up for meetings
20. demonstrate team work
21. develop proofreading skills
22. discuss and demonstrate multi-tasking
23. discuss and demonstrate time management skills
24. discuss conflict resolution
25. discuss diversity issues
26. discuss goal-setting
27. discuss meeting preparation
28. discuss scheduling criteria
29. discuss security and safety issues in the workplace
30. explain effective customer service
31. explain working environment maintenance
32. prepare agendas and announcements
33. record effective phone messages

#### **E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

#### **F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

#### **G. SPECIAL INFORMATION**

None noted