

RECEPTIONIST CERTIFICATE COURSE OUTLINE
© MARITIME BUSINESS COLLEGE

Students are prepared for entering the business world in an entry-level position, such as receptionist, file clerk, or data entry specialist.

BUSINESS SUBJECTS

Business English	50 hrs
Job Search Techniques	10 hrs
Office Procedures Level 1	20 hrs
Records Management	10 hrs

COMPUTER SUBJECTS

Keyboarding	90 hrs
Windows Vista	10 hrs
MS Word 2007 Level 1	100 hrs
MS Outlook 2007	10 hrs

TOTAL COURSE HOURS **300 HRS**

12 weeks

Summer: Start Date: 6 June 2011 End Date: 26 August 2011

Winter: Start Date: 3 January 2012 End Date: 23 March 2012

CERTIFICATE AWARDED UPON SUCCESSFUL COMPLETION
EVALUATION BY TESTING (WRITTEN & PRACTICAL) AND ASSIGNMENTS
PASS 70% IN ALL SUBJECT AREAS

METHOD OF EVALUATION

*Students are tested regularly throughout the program in all subject areas. Pass for all tests and assignments is 70%. **Final marks:** cumulative average X 90% + 10% attendance. Minimum 80% overall attendance (cumulative average of attendance for all subjects) required for graduation with a diploma.*

Students who fail a particular subject may write a supplemental exam during the final month of study. The supplemental exam is based on material covered over the entire course. These exams are graded pass or fail and the highest achievable mark is 70%.

BUSINESS ENGLISH

Course Hours: 50

Course Description:

This course teaches students the essential elements of effective communication: organization, syntax, grammar, spelling, punctuation, and diction. Classroom instruction is reinforced through examples and numerous exercises.

Course Goal:

To learn how to communicate effectively, for how we communicate with our friends differs from how we communicate with our bosses and clients—or, at least, it should if we hope to be regarded as professionals in the workplace.
To learn, understand, and apply the principles of Business English and be able to write clear, error-free prose.

JOB SEARCH TECHNIQUES

Course Hours: 10

Course Description:

The steps in finding a job are researching the company, preparing a resume, preparing a letter of application or inquiry, obtaining an interview, dress/deportment, and follow up.

Course Goal:

To teach students how to market themselves and their qualifications to gain employment.

OFFICE PROCEDURES

Course Hours: 20

Course Description:

This course provides an overview of the modern business world and focuses on managing office systems and procedures, which include managing time, work, and resources, incoming and outgoing mail, telephone etiquette, and reception skills. Students are prepared for entering the business world in an entry-level position and will develop and learn to use skills to adapt to the ever-changing office environment and to solve business problems.

Course Goal:

To provide the student with an understanding of the interrelationship between people, equipment (technology), and procedures.
To equip the student with the skills necessary to become a competent and successful office employee.

RECORDS MANAGEMENT

Course Hours: 10

Course Description:

This course teaches critical skills for the efficient storage and retrieval of paper documents. The course begins with the standardized filing rules and procedures consistent with recommendations of the Association of Records Managers and Administrators, Inc. (ARMA). The rules and procedures are then applied through the completion of both text and hands-on exercises divided into five major segments: alphabetic, numeric, geographic, subject, and alphanumeric filing.

Course Goal:

To learn to apply standardized filing rules and procedures in an office environment.

COMPUTER LITERACY

Students must have a working knowledge of computers and computer software to successfully operate a small business or be employable in today's job market. The following software applications are essential in almost any business environment.

KEYBOARDING

Course Hours: 90

Course Description:

Keyboarding techniques, methods, corrective practice and drills.

Course Goal:

To develop touch keyboarding skills and minimum typing speed of 40 nwpm.

WINDOWS

Course Hours: 10

Course Description:

Hands-on computer training with step-by-step instruction to learn the functions and techniques of the Windows operating system. Students begin with basic terminology and work through a series of labs and review exercises to master the system.

Course Goal:

To learn the commands and understand the concepts of the Windows operating system.

DOCUMENT PROCESSING WITH MS WORD

Course Hours: 100

Course Description:

Basic word processing techniques and formatting of business documents in Microsoft Word.

Course Goal:

To learn word processing with MS Word and become familiar with the program's features through hands-on computer training in the theories and practical applications of one of the most popular word processing programs. Step-by-step instruction and exercises ensure students have a thorough knowledge and skill in document preparation and formatting.

To learn how to format business correspondence and reports.

Microsoft OUTLOOK

Course Hours: 10

Course Description:

To familiarize students with the many features of Outlook such as setting up a calendar to plan meetings and appointments, using the contact feature to store names, addresses, and other data, and accessing notes where you can formulate ideas and save reminders.

Course Goal:

To show the students how to use a personal information management system to organize their schedules and keep track of contacts.