



## **Course Name: Reception**

Module CA-14: Computerized Accounting

## **Course Description:**

During this unique HANDS-ON training, the student will learn to operate a multiple line switchboard system and understand the function of each feature. The student will learn to use appropriate language to respond to caller inquiries and learn other office procedure skills such as: photocopying and faxing documents appropriately, processing staff mail and ordering of office supplies.

## **Course Length: 26 hours**

## **Text Book:**

- Meridian Switchboard/ Norstar Manual
- Meridian switchboard design and functions / Norstar
- A Functional Approach for Life by Wendy Stein
- Make Every Call More Positive and Productive by Debra Smith, Career Track Publication
- Instructor designed and composed handouts
- Courier and fax documents
- Photocopy and fax machines

## **Method of Evaluation**

- Practical Work Experience 20%
- Participation 30%
- Quiz 20%
- Final Exam 30%
- You must achieve 65% on the final exam

## **Course Objectives: Knowledge**

Core Competency: Knowledge of Meridian switchboard and reception desk responsibilities

1. Familiar with Meridian Switchboard system and its different parts and functions
2. Understanding why different features and functions are used in processing calls
3. Understanding terms effective and professional
4. Knowledge of office procedures related to the reception desk

Core Competency: Knowledge of Reception duties

Learn to respond to inbound and outbound calls

1. Cold calling procedure
2. Taking messages on the phone and in person, using the features on the telephone to transfer calls to the extension and /or voicemail

Learning how photocopy, fax, order supplies and order courier for express mail.

## **Course Objectives: Skills**

Core Competency: The graduate will be able to complete tasks using the Meridian or similar switchboard systems

1. Ability to communicate on the phone and in person.
2. Able to respond to calls in a professional manner
3. Listening to the caller inquiries and responding to them appropriately and/or transfer to other individual
4. Ability to take messages
5. Ability to set up voice mail

Core Competency: The graduate will be able to complete reception tasks, including

1. Greeting customers in person
2. Responding to inquiries from walk-in clients
3. Directing clients to appropriate person, meeting, class or other location
4. Completing forms and way bills related to office procedures
5. Opening and distributing mail

Core Competency: The graduate will have customer service skills required for a reception position

1. Speaking clearly and professionally with an emphasis on pronunciation
2. Read information about workplace services and giving appropriate information to the caller or in person
3. Effective listening
4. Accurate writing of memos, courier way bills and small reports and messages, fax cover sheet and distributing information as required

## Curriculum Outline

<b>Week 1</b>	<ul style="list-style-type: none"><li>1. Meriden Switchboard</li><li>1. Telephone Conversation</li><li>1. Practical Work Experience</li><li>1. Quiz</li><li>1. Using the switchboard features</li><li>1. Switchboard operation con't</li></ul>
<b>Week 2</b>	<ul style="list-style-type: none"><li>1. Practical Work Experience</li><li>1. Quiz</li><li>1. Reception Responsibilities</li><li>1. Telephone communication con't</li></ul>
<b>Week 3</b>	<ul style="list-style-type: none"><li>1. Practical work experience</li><li>1. Quiz</li><li>1. Switchboard features</li><li>1. Using a courier</li><li>1. Practical work experience</li><li>1. Quiz</li></ul>
<b>Week 4</b>	<ul style="list-style-type: none"><li>2. Customer service and professionalism</li><li>1. Written responses to calls</li><li>1. Practical work experience</li><li>1. Quiz</li><li>1. Performance Review</li><li>1. Professionalism</li><li>3. Final exam</li></ul>
<b>Week 5</b>	

### Instructor Information:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_