



# Transitions College

## of Business & Career Studies

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### RECEPTIONIST CERTIFICATE COURSE

#### Description:

The role of the Receptionist is that of vital team member and company representative. A Receptionist's responsibilities may include greeting people arriving at business or medical offices and other establishments, directing visitors to an appropriate person or service, answering and forwarding telephone calls, taking messages, scheduling appointments and performing other clerical duties. Receptionists are employed at offices throughout the public and private sectors.

#### Details:

- 400 hours in class
- Course runs for 16 weeks (25 hours per week, 8:30am – 1:30pm, Monday through Friday)
- Continuous intake
- Maximum of 10 students
- Completion of homework is required
- Passing Grade (70% at mid & final point)
- College Certificate issued upon successful completion of course
- A minimum enrollment of three students is required to hold this program

#### Receptionist Certificate Course topics include:

- Technology and Computer Concepts
- Keyboarding (goal: 40 wpm)
- Internet Explorer and Email
- Introduction to Literacy and Essential Skills
- Workplace Numeracy
- Introduction to Communication Essentials (Business English)
- Communicating/Working with Others (customer service skills)
- Receptionist skills (correspondence, general office procedures)
- WHMIS certification (optional)
- Microsoft Office 2007 Word, Outlook, Excel, PowerPoint (to an intermediate level)

