

RECEPTIONIST, CERTIFICATE

Receptionist, Certificate

Overview

The Receptionist, Certificate prepares students for an entry-level administrative support position. A receptionist is the first individual customers and visitors encounter in the organization. The receptionist's role focuses on providing customer service while performing a variety of office tasks including answering phones, greeting and directing customers and visitors, responding to e-mails, and scheduling appointments. The receptionist may also assist with preparing business documents, filing, copying, and processing incoming and outgoing mail.

Locations

Canby, Granite Falls, Jackson, Online, Pipestone, Worthington

The credits in this program can be applied toward the Administrative Assistant, Diploma; Administrative Assistant, AAS Degree; and Office Management, AAS Degree.

Course Number	Course Title	Credits
ADSA 1100	College Keyboarding I	3
ADSA 1111	Office Management	3
BUS 2242	Business Communications	3
ADSA 1122	Word Processing I	2
ADSA 1141	Customer Service for Office Professional	2
ACCT 1120	Spreadsheet Concepts	2
	Choose one of the following electives:	
ADSA 1190	Presentation Graphics	2
ADSA 1136	Desktop Publishing	2
ACCT 1122	Database Concepts & Applications	2
ADSA 1112	Technology Tools and Applications for the Office Environment	2
	TOTAL CREDITS	17