



## CERTIFICATE

# Reception Services

Receptionists perform clerical work, answer telephones, route and screen calls, greet and direct clients to the correct person/location, respond to inquiries from the public, provide information about the organization, sort and distribute incoming mail, and monitor the cleanliness of the work environment. The receptionist is usually the first person to greet visitors. Their appearance, smile, greeting, communication skills and professionalism are what provide the important “first impression” for clients. A pleasant demeanor and the ability to deliver friendly customer service during every client encounter is essential to this career.

### Why study reception services?

This major prepares students to perform basic organizational support under the supervision of office managers, administrative assistants, secretaries and other office personnel. The ideal person for this career will have strong organizational skills and will enjoy interacting with people of varying ages, genders and races.

### Career choices

Receptionists are employed at:

- Banks
- Insurance offices
- Corporations
- Medical offices
- Dental offices
- Schools
- Motels

### Focused courses for your degree

The study of word processing and spreadsheet software applications, keyboarding, records management, office equipment, and communication are key components in a receptionist’s skill set.



## COURSES REQUIRED

### Reception Services (Certificate)

#### Fall Semester

BADM 120 Intro. to Business.....	3 cr
BOTE 108 Business Math .....	3 cr
BOTE 152 Keyboarding II .....	3 cr
CSCI 101 Intro. to Computers.....	3 cr
ENGL 110 College Composition I .....	3 cr
Wellness elective.....	1 cr

#### Spring Semester

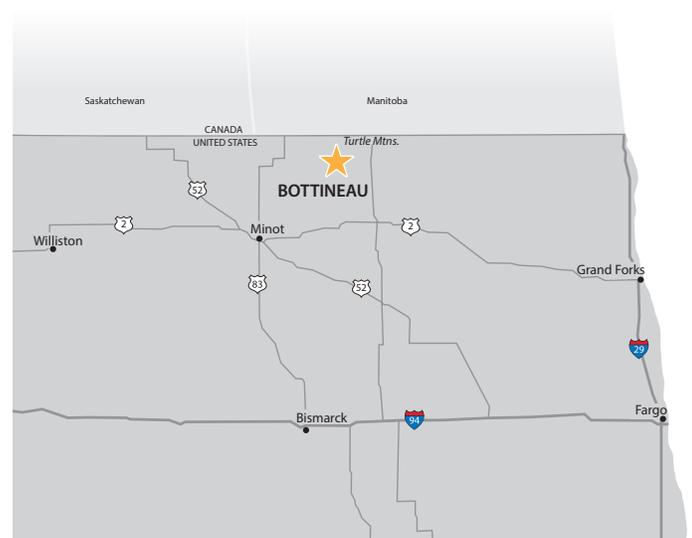
BOTE 147 Word Processing.....	3 cr
BOTE 209 Office Management .....	3 cr
BOTE 210 Business Communications .....	3 cr
BOTE 217 Records Management .....	3 cr
BOTE 247 Spreadsheet Applications.....	3 cr
PSYC 100 Human Relations in Organizations .....	3 cr

All courses subject to change.



## DAKOTA COLLEGE AT BOTTINEAU VISION

Dakota College at Bottineau is rooted in the past and grows towards the future by combining the best from the *Past, Present, and Future* to provide students with innovative educational opportunities. The campus will emphasize a knowledge and appreciation of *Nature*, implement a rapidly changing *Technology*, and prepare students to go *Beyond* and improve the quality of life.



## CONTACT INFORMATION

DCB Advising Program  
Ph: 701-228-5668  
dcbadvising@dakotacollege.edu

### Admission Application and Campus Tours

Admission/Student Services: 800-542-6866

WWW.DAKOTACOLLEGE.EDU



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