FRONT OFFICE RECEPTIONIST CERTIFICATE OF SPECIALIZATION

This certificate would provide an entry-level employment opportunity for a student that finishes the following courses. These skills are aimed at a student who is seeking a front office receptionist-related position in an office. This certificate prepares a beginning student to work in a job that requires basic keyboarding skills, a basic knowledge of filing, and basic office procedures necessary for meeting and greeting the public in person, by telephone, and electronically.

Program Learning Outcomes

Upon successful completion of this certificate, students will be able to:

- Explain the basic concepts of business office procedures relevant to an entry-level front office receptionist position.
- Appropriately use the vocabulary specific to an entry-level front office receptionist position.
- Use computer input devices, e.g., keyboard or mouse, to efficiently and competently use the software specific to the relevant field of business.

Certificate Requirements

Code	Title	Units
Select one of the following:		1
BOT-100	Basic Keyboarding	
BOT-103A & BOT-103B	Building Keyboarding Skill I and Building Keyboarding Skill II	
BOT-104	Filing and Records Management	1
BOT-107	Office Systems and Procedures	2
BOT-151	Using Microsoft Outlook	1
BOT-174	Computer Concepts and Applications	3
Total Units		**8**

Certificate of Specialization

Students who complete the requirements above qualify for a certificate in that area of emphasis. An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar.