

# FRONT OFFICE/ RECEPTIONIST CERTIFICATE OF PROFICIENCY

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The following Certificates of Proficiency are designed for the student who needs to be prepared to enter an entry-level job. A department-issued certificate may be awarded upon successful completion of a prescribed course of study. These certificates will not appear on a student's transcript.

The BOT Front Office/ Receptionist certificate would provide an entry-level employment opportunity for a completer that finishes the courses below. These skills are aimed at a student who is seeking a front office/ receptionist related position in an office. This Certificate of Proficiency 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.

Code	Title	Units
Select one of the following:		1
BOT-100	Basic Keyboarding	
or		
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-113	Social Media Basics for the Job Seeker	0.5
BOT-151	Using Microsoft Outlook	1
Select one of the following:		2-4
BOT-172	Introduction to Microcomputer Applications	
or		
BOT-114 & BOT-115 & BOT-116 & BOT-117	Essential Word and Essential Excel and Essential Access and Essential PowerPoint	
<b>Total Units</b>		<b>7.5-9.5</b>