NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
AST 130 – OFFICE PROCEDURES (3 CR.)

Course Description
Introduces general functions and duties performed in the office. Lecture 3 hours per week.

General Course Purpose
This course is designed to develop skills needed to communicate effectively over the phone. Emphasis is placed on human relations skills that provide excellent customer service and create a favorable impression of the company.

Course Prerequisites/Corequisites
AST 101 or equivalent.

Course Objectives
Upon completing the course, the student will be able to:

- Master the use of all standard features of a multi-line telephone system
- Take accurate and complete phone messages
- Handle specific phone situations and manage caller perceptions
- Handle receptionist desk procedures
- Understand voice mail and email etiquette
- Use one’s voice as an effective tool

Major Topics to be Included

- Developing human relations skills that provide quality customer service
- Understanding customer needs
- Establishing guidelines and techniques for communicating effectively on the telephone
- Learning to listen
- Managing telephone messages
- Managing receptionist desk duties
- Managing technology
- Managing voice mail and email
- Creating a positive attitude