

Reception & Customer Service

COURSE CONTENT

Reception & Frontline Skills	5N1407
Information & Administration	5N1389
Text Production	5N1422
Contact Centre Skills	5N1361
Customer Service	5N0972
Spreadsheet Methods	5N1977
Work Experience	5N1356
Word Processing	5N1358
Spanish Level 4 (optional)	4N1178

INTRODUCTION

This course provides students with a thorough training in front office reception skills and customer care. It is suitable for those who are interested in dealing with the public and in improving customer relations as well as general administrative duties. Students participate in

- Professional guest lectures
- *Pitstop* Leadership Programme from Common Purpose for selected students
- Jobs seminar

ENTRY REQUIREMENTS

Leaving Certificate, LCA or QQI Level 4. Mature students are exempt from Leaving Certificate requirement. All applicants are interviewed.

CERTIFICATION

QQI Level 5 Certificate in Office Administration 5M1997

QQI Component Maths 5N1833 (available as option in evening for learners requiring Maths for progression)

WORK PLACEMENT/EXPERIENCE

Students undertake a block work placement of 2 weeks in an office environment.

EDUCATION PROGRESSION OPPORTUNITIES

CCOC QQI Level 6 Advanced Certificate in Administration 6M5013

CCOC QQI Level 6 Advanced Certificate in Tourism and Hospitality 6M5012

Excellent progression opportunities to UCC and other Higher Education colleges. Special arrangements in place with CIT (CCPS), Tralee IT and Waterford IT for preferential entry for College of Commerce students. Up to 390 CAO points for any Institute of Technology can be attained by successful completion of this course.

CAREER OPPORTUNITIES

Reception and Frontline Office environments. Past students have been employed in businesses such as the Clarion Hotel, the Rochestown Park Hotel and the Silversprings as well as key personnel in smaller family run business and hospitality businesses. All students can access the Jobs Advice Hub (see pg. 85). Graduates can subscribe to 'CCOC college jobs register' and CCOC LinkedIn alumni for up to date vacancies and networking.

COURSE SPECIFIC CONTACT DETAILS

For further information email:
administration@ccoc.ie
(021) 4223825

Course fees outlined on
www.corkcollegeofcommerce.ie