

GRANDE PRAIRIE REGIONAL COLLEGE

ADULT DEVELOPMENT DEPARTMENT

COURSE TITLE: BUSINESS PROCEDURES TELEPHONE

COURSE CODE: BC 063 SEMESTER: 1 2 3 4 / 19

INSTRUCTOR: COLLEEN HOLLER 539-2712  
(available office hours posted on  
office door #218)

COURSE DESCRIPTION: Basic skills of telephone answering and  
message taking. Involves a familiarity of the  
telephone and services available.

COURSE CONTENT: Services/types of calls  
Message taking/answering  
Practical situations

COURSE REQUIREMENTS: Reading Level ENG 060\*  
\* Special arrangements with Instructor prior  
to enrollment

REQUIRED TEXTS: None required

SUGGESTED SUPPLIES: Notepaper/pencil or pen

CLASSROOM REGULATIONS: No drinks, food or smoking in room  
Notify instructor of illness or if on  
medication.

CREDIT GIVEN: Successful completion of all tests and  
exercises before course end 80%  
Participation 10%  
Attendance 10%