# COURSE SYLLABUS

(Training level: *Undergraduate*)

**Course Title:**

Vietnamese Course Title: Nghiệp vụ lễ tân – Tổ chức hội họp

English Course Title: Professional Receptionist – Organizing Meeting

**Course Code:** RHM231.

**Major:** Office Administration

**Version**: 2017

## 1. General information

- Number of credits: 3 (Theory: 3; Practice: 0)

- Types of Knowledge:

| General Education | | Base core courses | | Major core courses | | Concentration courses | | Others |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| Required ☐ | Optional ☐ | Required ☐ | Optional ☐ | Required ☒ | Optional ☐ | Required ☐ | Optional ☐ | Alternative subject of Graduation Thesis ☐ |

- Required courses: Office administration

- Pre-requisite: None

- Co-requisite: None

- Facility Requirements: The lecture hall is equipped with a projector

- Departments in Charge: Department of Office Administration - Faculty of Economic Information Systems

## 2. Time Allocated

| Total: 54 | Theory: 33 periods |
|---|---|
| | Discussion/ Group Presentation: 18 periods |
| | Exercises/Essays/Practices: 0. |
| | Tests: 03 <br> *+ Theory: Number of Tests:03        Periods: 03* <br> *+Practice: Number of Tests:0        Periods: 0* |
| Self-study: 90 periods. <br> Other activities: 0 period | |

## 3. Lecturers' Information

| No. | Lecturer name | Phone number | Email | Note |
|---|---|---|---|---|
| 1 | MSc Dinh Thi Nguyen | 0961201883 | dtnguyen@ictu.edu.vn | Leader |
| 2 | MSc. Bui Quynh Trang | 0972 316 426 | bqtrang@ictu.edu.vn | Member |
| 3 | MSc.La Thi Quynh Mai | 0372655712 | ltqmai@ictu.edu.vn | Member |

## 4. Objectives

- This course providing students with basic knowledge of the reception profession and meeting organization. The basic issues of organizing activities and the main professions of the receptionist, determining the topic and the best way to discuss for each topic of the meeting, wanting to achieve what through the meeting.

The course contributes to the PLOs L1, L4, L8.

## 5. Description of content and course learning outcome:

**- Knowledge Standards:** *(1) Remember ⇨ (2) Understand ⇨ (3) Apply ⇨ (4) Analyze ⇨ (5) Create.*

**- Attitude Standards:** *(1) Copy ⇨ (2) Self-manipulation ⇨ (3) Masterfully repeating to the norm ⇨ (4) Combining multiple activities ⇨ (5) Completely proactive.*

| Notation CLOs | Contents | Level | | PLOs |
|---|---|---|---|---|
| | | **Knoweldge** | **Skills** | |
| C1 | Understand the knowledge related to organizing reception work | 2 | | L1 |
| C2 | Understand the knowledge related to organizing meetings. | 2 | | L1 |
| C3 | Conduct reception work in the office | 3 | | L1 |
| C4 | Plan and organize meetings in the office. | 3 | | L1 |
| C5 | Resolve situations flexibly and creatively while performing front organizing reception work | 3 | | L4 |
| C6 | Resolve situations flexibly and creatively while organizing meetings. | 3 | | L4 |
| C7 | Communication skills in organizing reception work | | 3 | L8 |
| C8 | Plan skills in organizing meetings. | | 3 | L8 |

## 6. Reading List

*Main Syllabus:*

[1]. Nguyen Thanh Do, Nguyen Ngoc Diep, Tran Phuong Hien, (2012), *Office Management textbook*, National Economics University Publishing House, Ha Noi.

**- References:**

[2]. Dong Thi Thanh Phuong (2005), *Administrative Office Management*, Statistical Publishing House, Ha Noi.

[3]. Nguyen Huu Tri (2005), *Office Management*, Science and Technology Publishing House, Ha Noi.

[4]. Vu Thi Phung, (2016), *Office Secretary Operations*, National University Publishing House, Ha Noi.

[5]. Nguyen Huu Tri, (2005), *Office Management*, Science and Technology Publishing House, Ha Noi.

**7. Score Assessment**

- Score Scale: 10.

- Components Assessment:

| Evaluation Time | Components Assessment | Course Learning Outcome | Factor | Score | Weight |
|---|---|---|---|---|---|
| During the duration of the course | Attendance: (score $b_0$) | | 1 | $d = (b_0 + b_1 + b_2 + b_3)/4$ | 30% |
| According to the teaching plan in section 9 | Test No.1: (score $b_1$) | C1, C2 | 1 | | |
| | Test No.2: (score $b_2$) | C3, C5, C7 | 1 | | |
| | Test No.3: (score $b_3$) | C4, C6, C8 | 1 | | |
| The end of the term. | Final exam | C1, C2, C3, C4 C5, C6, C7, C8 | | $e$ | 70% |
| Final Score: $(f)$ | | | | $f = d \times 30\% + e \times 70\%$ | |

- Final exam: Written

**8. Regulations for students**

*8.1. Student's duties*

- Read materials and prepare for each lesson before attending class.

- Complete assigned assignments.

- Prepare the discussion content of the course.

*8.2. Regulations on exams and academic studies*

- Students must attend classes fully, ensuring at least 80% of class sessions.

- Complete the assigned tasks for the course.

- Participate in the full number of regular tests.

**9. Teaching Plan**

| No. | Period | Contents | Teaching Methodology | CLOs | References |
|---|---|---|---|---|---|
| 1 | 3 (theory) | **Chapter 1: The overview of organizing reception work - Meeting organization** 1.1. General issues about receptionist tasks 1.1.1. Receptionist concept 1.1.2. Receptionist classification 1.1.3. Receptionist role 1.1.4. Basic principles of receptionist activities in agencies | Present; Raise and solve problems | C1 | [1] (96-105) |
| 2 | 3 (theory) | **Chapter 1: The overview of organizing reception work - Meeting organization (Continued)** | Present; Raise and solve problems | C2 | [1] (148-153) |

| No. | Period | Contents | Teaching Methodology | CLOs | References |
|---|---|---|---|---|---|
| | | 1.2. General issues about meeting organization<br>1.2.1. Meeting concept<br>1.2.2. Meeting classification<br>1.2.3. Meeting role<br>1.2.4. Methods of meeting organization<br>1.2.5. Meeting organization principles<br>1.2.6. Seating arrangement in meetings | | | |
| 3 | 3 (discussion) | **Discussion topic 1.** | State the discussion topic; Discussing group report | C1, C2 | [1] (96-105), (148-153) |
| 4 | 3 (theory) | **Chapter 1: The overview of organizing reception work - Meeting organization (Continued)**<br>1.3. Receptionist tasks and meeting organization in office activities<br>1.3.1. Function and responsibilities of the office in performing receptionist tasks and meeting organization<br>1.3.2. Role and requirements of receptionist staff. | Present; Raise and solve problems | C1, C2 | [1] (7-20), (47-54);<br>[2] (11-12), (18-23);<br>[3] (12-14);<br>[4] (9-28);<br>[5] (5-14) |
| | | **Test No. 1 (Written)** | Test the theory | C1, C2 | [1] (7-20), (47-54), (96-105), (148-153);<br>[2] (11-12), (18-23);<br>[3] (12-14);<br>[4] (9-28);<br>[5] (5-14) |
| 5 | 3 (discussion) | **Discussion topic 2.** | State the discussion topic; Discussing group report | C1, C2 | [1] (7-20), (47-54);<br>[2] (11-12), (18-23);<br>[3] (12-14);<br>[4] (9-28);<br>[5] (5-14) |
| 6 | 3 (theory) | **Chapter 2: Organizing reception work**<br>2.1. Guest Reception Organization | Present; Raise and solve problems | C3, C5, C7 | [1] (108-119); |

| No. | Period | Contents | Teaching Methodology | CLOs | References |
|---|---|---|---|---|---|
| | | 2.1.1. Organizing guest reception at the office<br>2.1.2. Receiving guests over the phone | | | [2] (243 – 253);<br>[3] (64-65), (75);<br>[4] (92-131);<br>[5] (95-107), (152-170) |
| 7 | 3<br>(theory) | **Chapter 2: Organizing reception work (Continued)**<br>2.2. Guest Entertainment<br>2.2.1. Refreshments during guest reception<br>2.2.2. Hosting a banquet | Present; Raise and solve problems | C3, C5 | [1] (119-121);<br>[2] (253-268);<br>[4] (92-121), (132-139)<br>[5] (95-107), (152-170) |
| 8 | 3<br>(discussion) | **Discussion topic 3.** | State the discussion topic; Discussing group report | C3, C5, C7 | [1] (108-121);<br>[2] (243 – 268);<br>[3] (64-65), (75);<br>[4] (92-139)<br>[5] (95-107), (152-170) |
| 9 | 3<br>(theory) | **Chapter 2: Organizing reception work (Continued)**<br>2.3. Conference and Banquet Reception Organization<br>2.3.1. Inviting guests<br>2.3.2. Welcoming guests<br>2.3.3. Seating arrangements for guests | Present; Raise and solve problems | C3, C5, C7 | [1] (121-137);<br>[4] (139);<br>[5] (95-107), (152-170) |
| 10 | 3<br>(theory) | **Chapter 2: Organizing reception work (Continued)**<br>2.4. Speeches<br>2.4.1. Roles of speeches<br>2.4.2. Speakers and speech sequence<br>2.4.3. Limiting the number of speakers<br>2.4.4. Setting time limits for speakers | Present; Raise and solve problems | C3, C5, C7 | [1] (138-142);<br>[4] (141-142)<br>[5] (95-107), (152-170) |
| 11 | 3<br>(theory) | **Chapter 2: Organizing reception work (Continued)**<br>2.5. Serving Guests at the Banquet<br>2.5.1. Time of serving guests<br>2.5.2. Seating order for serving guests<br>2.5.3. Manner of serving guests<br>2.5.4. For late arrivals<br>2.6. Presenting gifts - giving flowers. | Present; Raise and solve problems | C3, C5, C7 | [1] (142-145);<br>[5] (95-107), (152-170) |

| No. | Period | Contents | Teaching Methodology | CLOs | References |
|---|---|---|---|---|---|
|  |  | **Test No. 2 (Written)** | Test the theory | C3, C5, C7 | [1] (108-145); [2] (243-268); [3] (64-65), (75); [4] (92-142); [5] (95-107), (152-170) |
| 12 | 3 (discussion) | **Discussion topic 4.** | State the discussion topic; Discussing group report | C3, C5, C7 | [1] (121-137); [4] (139), [5] (95-107), (152-170) |
| 13 | 3 (theory) | **Chapter 3: Planning and Organizing meetings** <br> 3.1. Planning and organizing regular, informal internal meetings <br> 3.1.1. Booking meeting rooms <br> 3.1.2. Notifying attendees <br> 3.1.3. Preparing documents <br> 3.1.4. Preparing refreshments <br> 3.1.5. Taking minutes <br> 3.1.6. Following up | Present; Raise and solve problems | C4, C6, C8 | [1] (151-155); [4] (63-79); [5] (171 – 183) |
| 14 | 3 (theory) | **Chapter 3: Planning and Organizing meetings (Continued)** <br> 3.2. Planning and organizing formal meetings with protocols <br> 3.2.1. Developing meeting plans | Present; Raise and solve problems | C4, C8 | [1] (155-162); [2] (123-151); [4] (63-79); [5] (171 – 183) |
| 15 | 3 (theory) | **Chapter 3: Planning and Organizing meetings (Continued)** <br> 3.2.2 Conducting the meeting | Present; Raise and solve problems | C4, C6 | [1] (155-162); [4] (63-79); [5] (171 – 183) |
| 16 | 3 (discussion) | **Discussion topic 5.** | State the discussion topic; Discussing group report | C4, C6, C8 | [1] (151-162); [2] (123-151); [4] (63-79); [5] (171 – 183) |
| 17 | 3 (theory) | **Chapter 3: Planning and Organizing meetings (Continued)** <br> 3.3. Remote Conferencing <br> 3.3.1. Definition of remote conferencing <br> 3.3.2. Types of remote conferencing <br> 3.3.3. Organizing remote conferencing | Present; Raise and solve problems | C4, C6 | [1] (155-162); [4] (63-79); [5] (171 – 183) |

| No. | Period | Contents | Teaching Methodology | CLOs | References |
|-----|--------|----------|---------------------|------|------------|
| | | 3.3.4. Advantages and disadvantages of remote conferencing | | | |
| | | **Test No. 3 (Written)** | Test the theory | C4, C6, C8 | [1] (151-162); [2] (123-151); [4] (63-79); [5] (171 – 183) |
| 18 | 3 (discussion) | **Discussion topic 6.** | State the discussion topic; Discussing group report | C4, C6, C8 | [1] (151-162); [2] (123-151); [4] (63-79); [5] (171 – 183) |

**10. Competent Authority Approval:** University of Information and Communication Technology

*June 5th, 2017*

| Vice of Rector | Vice of Dean | Vice Head of Department | Composer Team |
|----------------|--------------|-------------------------|---------------|
| | | | **Dinh Thi Nguyen** |
| | | | **La Thi Quynh Mai** |
| **Do Dinh Cuong** | **Vu Xuan Nam** | **Dinh Thi Nguyen** | **Bui Quynh Trang** |