

Title:	Reception Skills
Level:	1
Credit value:	2
GLH:	18
Unique Reference Number:	L/505/0631
Sector Subject Area:	15.2 Administration
Aim:	The aim of this unit is to provide learners with the skills and knowledge to be able to understand the importance of good reception skills.
Assessment Type:	Assessment of this unit will be through the completion of a mandatory internally set and internally assessed portfolio of evidence.

Learning outcomes

The learner will:

1. Be able to understand how and why to make visitors welcome.

Delivery content:

The aim of this learning outcome is to provide the learners with the knowledge and skills to understand the purpose of business meetings.

The learner must:

- 1.1 Outline workplace procedures for receiving visitors.
- 1.2 Give **examples of how a visitor can be made to feel welcome.**
- 1.3 State the importance of **body language** in making visitors feel welcome.
- 1.4 Give examples of when and how to seek assistance with problems raised by visitors.

2. Be able to understand how to follow procedures for welcoming and assisting visitors.

Delivery content:

The aim of this learning outcome is to provide the learners with the knowledge and skills to understand how to follow procedures for welcoming and assisting visitors.

The learner must:

2.1 Demonstrate how to follow workplace procedures for:

- a) Welcoming visitors.
- b) Questioning visitors to establish the purpose of their visit.
- c) Informing colleagues that visitors have arrived.
- d) Assisting visitors with their requirements whilst waiting.

Scope of Training

The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.

Requirements

<p>1.2 Examples of how a visitor can be made to feel welcome.</p>	<p>Could include but is not limited to:</p> <ul style="list-style-type: none"> • Warm greeting. • Clear signage. • Comfortable waiting area. • Prompt assistance. • Professional appearance. • Visitor badge and registration. • Wi-fi and amenities. • Timely escort.
<p>1.3 Body language.</p>	<p>Could include but is not limited to:</p> <ul style="list-style-type: none"> • Warm smile. • Eye contact. • Open posture. • Nodding. • Facing the visitor. • Gesturing politely.