Unit Title	Providing Reception Services
Ofqual unit reference number (code)	K/506/7677
Unit Level	Level 2
GLH	48
Unit Credit Value	6
Assessment Guidance	N/A

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	**The learner can:**
1. Know the purpose of reception services.	1.1 Explain the purpose of the receptionist role as a first point of contact between the public or client and an organisation. 1.2 Explain the tasks undertaken by a receptionist. 1.3 Explain the purpose of presenting a positive image of self and the organisation. 1.4 Explain how to present a positive image of self and the organisation.
2. Know the procedures to be followed when providing reception services.	2.1 Describe the structure and lines of communication in an organisation. 2.2 Explain how the structure in an organisation affects lines of communication. 2.3 Explain the purpose of different procedures in a reception area, to include: a) entry b) departure c) security d) confidentiality and own responsibilities. 2.4 Explain how to carry out different procedures when providing reception service, to include: a) entry b) departure c) security d) confidentiality and own responsibilities.

		2.5	Explain the purpose of health and safety procedures when providing a reception service, including own responsibilities.
		2.6	Explain how to carry out health and safety procedures in a reception area.
		2.7	Describe the emergency procedures and own role within them.
		2.8	Describe organisational procedures for: a) dealing with conflict b) dealing with complaints c) dealing with difficult visitors.
		2.9	Explain ways of dealing with problems, identifying when to refer or escalate them to a colleague or line manager.
		2.10	Describe why it is important to be polite when refusing entry.
3.	Know how to achieve effective communication with visitors.	3.1	Describe the need for accurate and relevant information to be communicated to visitors.
		3.2	Describe methods of receiving information from visitors.
		3.3	Describe methods of giving information to visitors.
		3.4	Describe the limits of own personal authority relating to providing information.
		3.5	Describe the importance of providing visitors with opportunities to communicate openly.
		3.6	Outline the importance of confidentiality when dealing with visitors.
4.	Be able to achieve effective communications with visitors.	4.1	Obtain information required from visitors in accordance with organisational procedures.
		4.2	Give relevant information to visitors to meet their needs.
		4.3	Communicate information in a format that is appropriate to the situation.
		4.4	Confirm personal authorisation to give the information provided.
		4.5	Refer to colleagues or line manager for support where there are difficulties in communicating effectively with visitors.
		4.6	Identify weaknesses with own personal communication skills.

5. Be able to provide a reception service.	5.1 Present a positive image of self and the organisation.
	5.2 Respond to telephone calls in accordance with organisational standards.
	5.3 Follow entry and exit security procedures.
	5.4 Follow relevant health and safety procedures.
	5.5 Deal with problems that occur, escalating to line manager or referring to colleagues where necessary.
	5.6 Follow organisational procedures in the event of an accident or an emergency.
	5.7 Maintain a clean and tidy reception area.
6. Know security procedures when handling mail or packages.	6.1 Explain the purpose of security procedures for handling mail or packages.
	6.2 Give examples of security procedures for handling mail in the organisation.
	6.3 Describe the types of problems that may occur with incoming and outgoing mail, including how to deal with them.
7. Be able to resolve, report or refer problems that may occur in handling mail or packages.	7.1 Identify where a problem may exist with incoming or outgoing mail or packages.
	7.2 Resolve, report or refer problems with incoming or outgoing mail or packages.

Equivalences	N/A