

Welcome visitors

WO39

This national occupational standard 103 belongs to the Council for Administration – the standards setting body for Business, Administration and Governance

Area of competence

This national occupational standard is about welcoming visitors and make sure their needs are met. You will apply the following skills: interpersonal skills, listening, presenting yourself, communicating and questioning

Skills and competencies which demonstrate effective performance

You show you are competent to:

1. Present a positive image of yourself and your organisation
2. Help visitors feel welcome
3. Identify visitors and the reason for their visit
4. If appropriate, inform colleagues of the visitors' arrival
5. Make sure visitors' needs are met

Knowledge and understanding

You know and understand the following:

General

- a. Why it is important to present a positive image of yourself and your organisation
- b. How to make visitors feel welcome
- c. The types of visitors you receive, the requirements that they have and how to meet their needs
- d. Organisation structures and communication channels within your organisation