

## Deal with visitors

### **WO41- SQA Unit Code DP7K 04**

*This national occupational standard 206 belongs to the Council for Administration – the standards setting body for Business, Administration and Governance*

### **Area of competence**

This national occupational standard is about meeting the needs of visitors at reception. You will apply the following skills: Interpersonal skills, negotiating, presenting yourself, decision-making, questioning, communicating, listening and problem solving.

### **Skills and competencies which demonstrate effective performance**

*You show you are competent to:*

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

### **Knowledge and understanding**

*You know and understand the following:*

#### **General**

- a. Why it is important for organisations to have a friendly and efficient reception service
- b. The role of the receptionist
- c. Why it is important to present a positive image of yourself and your organisation
- d. The types of visitors you receive, the requirements that they have and how to meet their needs
- e. Why security procedures are important and the receptionist's responsibilities for security
- f. The types of problems that may occur with visitors – including conflict and aggression – how to deal with these
- g. Organisation structures and communication channels within your organisation



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