

# SKAC31 (SQA Unit Code - FA4X 04)

## Provide a facility reception service



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### Overview

This unit is about providing a reception service for a sport and recreation facility. Candidates must be able to deal with customers face-to-face and by telephone. The unit covers dealing with customers and visitors who are:

1. adults
2. children and young people
3. people with particular needs

The unit is divided into three parts. The first part describes the two things you have to do. These are:

4. welcome customers and visitors
5. enrol customers and take bookings

The second part describes the knowledge and understanding you must have.

The third part gives some examples and explanations of some words we use in the unit.

This unit is for people who provide a reception service in sport and recreation facilities.

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### Performance criteria

*You must be able to:*

#### **Welcome customers and visitors**

- P1 greet your customers and visitors promptly, treating them politely and making them feel welcome in the facility
- P2 explain to customers and visitors the reasons for any delay in dealing with them, and come back to them as quickly as possible
- P3 find out what your customers and visitors would like and any individual needs they may have
- P4 clearly provide them with requested information and other information which may be useful to them
- P5 when necessary, tell the appropriate colleague about the customers' and visitors' arrival and their individual needs
- P6 follow the correct entry and security procedures for the type of customers and visitors involved
- P7 assist customers and visitors to locate areas of the facility they need
- P8 politely explain any reasons why customers and visitors cannot enter and negotiate an alternative arrangement
- P9 promptly refer any issues which you cannot deal with personally to the responsible colleague

*You must be able to:*

#### **Enrol customers and take bookings**

- P10 make sure that there are available services for the enrolments and bookings which you take
- P11 clearly tell the customer about available services and any waiting list arrangements
- P12 help the customer to provide the necessary information and check that it is complete and correct
- P13 confirm all the aspects of the booking or enrolment with the customer
- P14 make sure that all charges and the handling of payments follows organisational procedures
- P15 record all the necessary information completely and accurately using your organisation's system
- P16 make sure that registers are up-to-date, complete and accurate

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### Knowledge and understanding

*You need to know and understand:*

#### **Welcome customers and visitors**

- K1 why customer care is important
- K2 the types of visitors and customers who come to the facility and why
- K3 how to greet and welcome customers and visitors
- K4 the importance of explaining any delay in dealing with customers and how to do so politely
- K5 the types of information which customers and visitors usually need and how to respond to such requests according to organisational procedures
- K6 when colleagues need to be told about customers and visitors and why this is important
- K7 why it is important to deal with customers' and visitors' individual needs
- K8 the correct entry and security procedures for the facility and why it is important to follow these
- K9 why it is important to be polite when refusing entry and to try to make alternative arrangements for the customer or visitor
- K10 what types of issues may need to be referred to a responsible colleague and who this colleague may be according to different situations

*You need to know and understand:*

#### **Enrol customers and take bookings**

- K11 the booking and enrolment system for the facility
- K12 the importance of checking that services are available for enrolments and bookings and what may happen if you do not do this
- K13 how to check the availability of services
- K14 how to help the customer to provide the necessary information and the importance of checking this thoroughly
- K15 the procedures for making charges for services in the facility and handling payments
- K16 how to use the information storage system in the facility and the importance of doing so properly
- K17 how to complete the appropriate registers

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### Additional Information

#### Scope/range related to performance criteria

1. **customer and visitor**
  - 1.1. adults
  - 1.2. children and young people
  - 1.3. people with particular needs
2. **booking**
  - 2.1. individual booking
  - 2.2. group booking

### Glossary

#### **Appropriate colleague**

The person the visitor has come to see or someone who will accompany the visitor or customer

#### **Customer**

A person who is using the services provided by the facility

#### **Entry and security procedures**

Your organisation's procedures for allowing people into the facility; this will include, for example, charging customers and signing in visitors

#### **Mobility and access**

This would cover, for example, people who cannot walk well, people in wheelchairs, or people who need other kinds of special arrangements to enter the facility and take part in activities

#### **Particular needs**

People with disabilities or medical conditions that mean they require special attention

#### **Responsible member of staff**

Usually the line manager or supervisor; it may also be the person responsible for the particular area or service

#### **Services**

For example, activities or rooms for parties and other events

#### **Storage system**

The information system in the facility; this may be paper-based or computer based

#### **Visitor**

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An authorised person coming to the facility on business or to visit a member of staff

#### **Links to other NOS**

This unit links closely with SKAOSC32 and SKAOSC34.

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**Suite** Operational Services

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