
Overview

This standard is about meeting and welcoming visitors. It includes ensuring visitors' needs are met, presenting a positive image of the organisation and ensuring that organisational procedures for health, safety and security are followed. It is for administrators who meet and welcome visitors as part of their role.

CFABAC311 - SQA Unit Code HA8T 04

Meet and welcome visitors

Performance criteria

- You must be able to:*
- P1 meet and greet visitors promptly, treating them politely and making them feel welcome
 - P2 identify visitors and the reason for their visit
 - P3 use the organisation's systems to receive and record visitors, as appropriate
 - P4 make sure visitors' needs are met
 - P5 explain to visitors reasons for any delay in dealing with them, and keep them informed of developments
 - P6 present a positive image of yourself and your organisation
 - P7 follow organisational, health, safety and security procedures
 - P8 inform relevant people about visitors' arrival promptly
 - P9 deal with any problems that may occur, or refer these to an appropriate colleague

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Knowledge and understanding

You need to know and understand:

- K1 the organisational procedures for receiving and dealing with visitors, including security
- K2 the typical range of visitors to the premises and their needs
- K3 how to respond to any individual needs the visitor may have (for example, accessibility)
- K4 own responsibilities for health, safety and security
- K5 organisation structures and communication channels within the organisation
- K6 how to deal with challenging behaviour from visitors calmly and in line with organisational procedures
- K7 the types of problems that may occur with visitors – including conflict and aggression – and how to deal with these

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Additional Information

Skills

1. communicating
2. decision making
3. interpersonal skills
4. listening
5. personal presentation
6. problem solving

Links to other NOS Communications; Customer Service

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