

103 Welcome visitors

Summary

Welcome visitors and make sure their needs are met.

You will apply the following skills:

- Interpersonal skills
- Presenting yourself
- Questioning
- Listening
- Communicating

Performance Indicators

You will:

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

You will know:

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