

## 206 Deal with visitors

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### Summary

Meet the needs of visitors at reception

You will apply the following skills:

- Interpersonal skills
- Presenting yourself
- Questioning
- Listening
- Negotiating
- Decision-making
- Communicating
- Problem solving

### Performance Indicators

You will:

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

You will know:

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