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.

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

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

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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Meet and welcome visitors

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