

## S210: Provide reception services

**Overview:** Maintain a reception to enhance the vision and brand of the organisation.

**Links:** Communications; Customer Service

**Specific skills:**

- Communicating
- Decision-making
- Interpersonal skills
- Listening
- Negotiating
- Organising
- Personal presentation
- Planning
- Problem-solving
- Questioning

### Performance Indicators

1. Present a positive image of self and the organisation
2. Provide individuals with requested information and other information which may be useful to them, within guidelines on confidentiality
3. Implement the correct entry and security procedures
4. Follow the relevant health and safety procedures
5. Refer any issues that cannot be dealt with personally to the appropriate person
6. Maintain the reception area to give a positive impression of the organisation
7. Suggest ideas for improving the reception area
8. Follow organisational procedures in the event of an accident or emergency
9. Carry out additional duties during quiet periods, if they arise

### Knowledge & Understanding

- A. The purpose and value of the receptionist function as the first point of contact between the public/client and the organisation
- B. How to present a positive image of self and the organisation
- C. The organisation's structure and lines of communication
- D. The purpose of confidentiality guidelines
- E. How to implement confidentiality guidelines
- F. The purpose of entry and security procedures
- G. How to implement entry and security procedures
- H. The purpose of health and safety procedures
- I. How to implement health and safety procedures
- J. How to contribute ideas for improving the reception area in terms of accessibility, functionality and environment, security and safety and facilities for visitors
- K. The organisational emergency procedures and your role within them
- L. Why additional duties are carried out during quiet periods, if they arise