S250: Meet and welcome visitors

Overview: Meet and welcome visitors ensuring visitors' needs are met while presenting a positive image of the organisation.

Links: Communications; Customer Service

Specific skills:
- Communicating
- Personal presentation
- Decision-making
- Problem-solving
- Interpersonal skills
- Listening

Performance Indicators	Knowledge & Understanding
1. Meet and greet visitors promptly, treating them politely and making them feel welcome	A. The purpose of dealing with visitors promptly and making them feel welcome
2. Identify visitors and the reason for their visit	B. The organisational procedures for receiving and dealing with visitors, including security
3. Use the organisation's systems to receive and record visitors, as appropriate	C. The typical range of visitors to the premises and their needs
4. Make sure visitors' needs are met	D. The purpose of presenting a positive image of self and the organisation
5. Explain to visitors reasons for any delay in dealing with them, and keep them informed of developments	E. How to respond to any individual needs the visitor may have (for example, accessibility)
6. Present a positive image of yourself and your organisation	F. The purpose of health and safety and security procedures and own responsibilities for health, safety and security
7. Follow organisational, health, safety and security procedures	G. Organisation structures and communication channels within the organisation
8. Inform relevant people about visitors' arrival promptly	H. The purpose and value of communication with visitors
9. Deal with any problems that may occur, or refer these to an appropriate colleague	I. How to deal with challenging behaviour from visitors calmly and in line with organisational procedures
	J. The types of problems that may occur with visitors – including conflict and aggression – and how to deal with these