

CFABAC312 - SQA Code HC91 04

Provide reception services



Overview

This standard is about maintaining a reception service to enhance the vision and brand of the organisation. It includes providing individuals with information, following health, safety and security procedures and making suggestions for improvements. It is for administrators who provide reception services as part of their role.

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Performance criteria

- You must be able to:*
- P1 present a positive image of self and the organisation
 - P2 provide individuals with requested information and other information which may be useful to them, within guidelines on confidentiality
 - P3 implement the correct entry and security procedures
 - P4 follow the relevant health and safety procedures
 - P5 refer any issues that cannot be dealt with personally to the appropriate person
 - P6 maintain the reception area to give a positive impression of the organisation
 - P7 suggest ideas for improving the reception area
 - P8 follow organisational procedures in the event of an accident or emergency
 - P9 carry out additional duties during quiet periods, if they arise

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Knowledge and understanding

You need to know and understand:

- K1 the purpose and value of the receptionist function as the first point of contact between the public/client and the organisation
- K2 how to present a positive image of self and the organisation
- K3 the organisation's structure and lines of communication
- K4 how to implement confidentiality guidelines
- K5 how to implement entry and security procedures
- K6 how to implement health and safety procedures
- K7 how to contribute ideas for improving the reception area in terms of accessibility, functionality and environment, security and safety and facilities for visitors
- K8 the organisational emergency procedures and your role within them
- K9 why additional duties are carried out during quiet periods, if they arise

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Additional Information

Skills

1. communicating
2. decision making
3. interpersonal skills
4. listening
5. negotiating
6. organising
7. planning
8. problem solving
9. questioning
10. personal presentation

Links to other NOS Communications; Customer Service

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	