

Provide reception services

Overview

This standard is about providing a reception service that enhances the vision and brand of the organisation to both internal and external customers. It is for people that regularly work behind the reception desk. In a reception role it is important that you promote a positive image of the organisation and work in a polite, welcoming and helpful way.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

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Performance criteria

You must be able to:

1. Present a positive image of self and the organisation and remain polite, helpful and efficient
2. Provide internal and external customers with requested information and other information which may be useful to them, within guidelines of 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
10. Assist customers with self check in / out when requested

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Knowledge and understanding

You need to know and understand:

1. The purpose and value of the receptionist function as the first point of contact between the public / client and the organisation
2. How to present a positive image of self and the organisation
3. The organisation's structure and lines of communication and how to refer to them if necessary
4. The purpose of confidentiality guidelines
5. How to implement confidentiality guidelines
6. The purpose of entry and security procedures
7. How to implement entry and security procedures
8. The purpose of health and safety procedures
9. How to implement health and safety procedures
10. How to contribute ideas for improving the reception area in terms of accessibility, functionality and environment, security and safety and facilities for visitors
11. The organisational emergency procedures and your role within them
12. Why additional duties are carried out during quiet periods, if they arise

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Developed by	People 1st
Version Number	2
Date Approved	February 2016
Indicative Review Date	March 2021
Validity	Current
Status	Tailored
Originating Organisation	Council for Administration
Original URN	Unit BAC312
Relevant Occupations	Receptionist
Suite	Hospitality - Housekeeping and Front of House Reception
Keywords	reception, services
