

**Unit DR62 04 (2R1)**

**Deal with communications as part of the reception function**

This Unit has the following elements:

**Element 1 (2R1.1)**

**Deal with incoming communications**

**Element 2 (2R1.2)**

**Deal with outgoing communications**

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## Unit DR62 04 (2R1)

## Deal with communications as part of the reception function

### Unit Summary

This Unit is about dealing with incoming communications — for example taking telephone calls and emails — taking accurate messages and passing them on. It also covers dealing with outgoing communications — for example making telephone calls — and leaving messages where appropriate.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ dealing with enquiries by telephone, fax and email
- ◆ recording and passing on messages to colleagues
- ◆ making telephone calls, sending faxes and emails

What some of the words in this Unit mean	
<b>Communicating in a way that gives a positive impression</b>	for example, by speaking clearly, avoiding jargon and slang, by avoiding spelling mistakes and simple grammatical errors

## Unit DR62 04 (2R1)

## Deal with communications as part of the reception function

### Element 1 (2R1.1)

### Deal with incoming communications

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Deal with <b>communications</b> promptly, politely and in line with your organisation's style	
②	Identify the person, find out what their needs are and deal with these correctly	
③	Answer <b>enquiries</b> accurately without giving any confidential information	
④	Record clear and accurate messages and pass them on as requested	
5	Deal correctly with any problems	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Communications, at least three required from the following:</i></b>						
by telephone						
by letter or fax						
using email						
<b><i>Enquiries, both required from the following:</i></b>						
those you can deal with yourself						
those who need to be passed/transferred to another person/department						

**Unit DR62 04 (2R1)****Deal with communications as part of the reception function****Element 1 (2R1.1)****Deal with incoming communications**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR62 04 (2R1)**

**Deal with communications as part of the reception function**

**Element 2 (2R1.2)**

**Deal with outgoing communications**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Choose the best method of <b>communicating</b> with the person concerned	
②	Use your organisation's agreed style	
③	Communicate in a way that gives a positive impression of yourself and your organisation	
④	Identify yourself and explain the reason why you are making contact	
⑤	Give only non-confidential and relevant information to the person you have contacted	
⑥	Leave clear and accurate messages where needed	
7	Deal with any problems correctly	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Methods of <b>communicating</b>, all required from the following:</i>						
by telephone						
by letter or fax						
using email						

**Unit DR62 04 (2R1)****Deal with communications as part of the reception function****Element 2 (2R1.2)****Deal with outgoing communications**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR62 04 (2R1)****Deal with communications as part of the reception function**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	The range of methods you can use to communicate with other organisations and people
K2	How to use the communications equipment in your organisation
K3	Your organisation's style when communicating with other organisations and people
K4	Why it is important to deal with everyone you communicate with politely and helpfully
K5	The type of unexpected situations and problems that may occur when communicating with others and how to deal with these
K6	Why it is important to give only accurate and non-confidential information
<b>Element 1 (2R1.1) Deal with incoming communications</b>	
K7	Your organisation's standards for answering telephone calls and why these are important
K8	Why it is important to identify people who make enquiries and establish their needs
K9	Why it is important to relay messages promptly to those concerned and the procedures that you should follow
<b>Element 2 (2R1.2) Deal with outgoing communications</b>	
K10	Why it is important to identify yourself and explain the purpose of making contact
K11	Why it is important to give only accurate and non-confidential information
K12	Why it is important to communicate clearly using a tone and pace which can be easily understood
K13	How to communicate both orally and in writing in a way that gives a positive impression of you and your organisation

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_**Date:** \_\_\_\_\_

**Unit DR62 04 (2R1)****Deal with communications as part of the reception function**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>Ref</b>	<b>Supplementary evidence</b>	
A		
B		
C		
D		
E		
F		
G		
H		



Assessor Feedback