

Unit PPL2FOH9 (HL34 04) Provide Reception Services

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit 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. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1-4 and 6 by directly observing the candidate’s work.  PCs 5 and 7-10 may be assessed by alternative methods if observation is not possible. |
| **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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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | |
| **What you must do** | | | | | | | | | |
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| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 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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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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