

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** |
|
| **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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