

Unit 206 Deal with visitors

Unit summary

Meet the needs of visitors at reception.

Skills

You will apply the following skills:

- Interpersonal skills
- Presenting yourself
- Questioning
- Listening
- Negotiating
- Decision-making
- Communicating
- Problem solving

Performance indicators

You will:

1. Help visitors feel welcome
2. Present a positive image of yourself and your organisation
3. Identify visitors and the reason for their visit
4. Follow organisational and security procedures
5. If appropriate, inform colleagues of the visitors' arrival
6. Make sure visitors' needs are met

Knowledge

You will know:

1. Why it is important for organisations to have a friendly and efficient reception service
2. The role of the receptionist
3. Why it is important to present a positive image of yourself and your organisation
4. The types of visitors you receive, the requirements that they have and how to meet their needs
5. Why security procedures are important and the receptionist's responsibilities for security

6. The types of problems that may occur with visitors – including conflict and aggression – and how to deal with these
7. Organisation structures and communication channels within your organisation

Evidence requirements

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is not allowed for this unit.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Yes
	Questions *	Yes

*This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to show that they:

Deal with visitors. Evidence may include:

- Visitors signing in book
- Minutes of one to one discussions
- Team meeting minutes
- Reviews
- Appraisals
- Personal development plans
- Continuous professional development records
- Security records
- Walk, talk and show

7. Contingencies

Performance Indicator 5	If the workplace does not expect colleagues to be informed of a visitor's arrival 'what if' questions may be asked to confirm competence
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8. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Work to achieve your organisation's purpose and values
- Support sustainability
- Support diversity
- Maintain security and confidentiality