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|  | **Unit ID: 1791**  |
| **Domain**  |  **OFFICE ADMINISTRATION**  |
| **Title:**  | **Provide an efficient and secure reception services**  |
| **Level: 3**  |  **Credits: 6**  |

# Purpose

This unit standard is intended for those who provide an efficient and secure reception services. People credited with this unit standard are able to explain and describe the receptionist functions and responsibilities; provide reception services; and explain requirements for maintaining a safe and secure reception area.

This unit standard is intended for people who carry out administrative functions in an office environment.

# Special Notes

1. Entry information

Prerequisites

* + Unit 1157 – *Demonstrate basic knowledge of workplace health and safety* or demonstrated equivalent knowledge and skills.

1. Assessment evidence may be collected from a real workplace, a simulated real workplace in which office administration operations are carried out.

1. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.

1. Glossary
	* *Reception contact* may include but not limited to visitors, staff, students, deliveries, contractors, members of the public.

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements.

1. Regulations and legislation relevant to this unit standard include the following:
	* Labour Act, No. 11, 2007
	* Occupational Health and Safety Regulations, 1997 and all subsequent amendments.

# Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na/)

**Elements and Performance Criteria**

# Element 1: Explain and describe the reception function and responsibilities

**Range:**

Quality customer service may include but not limited to – customer interactions, knowledge of the organisation.

Skills and behaviours may include but not limited to – cultural sensitivity, time management, verbal and non-verbal communication, empathy, professional image, management of conflict, maintenance of confidentiality, discretion, respect for people and information, ascertaining requirements, problem-solving, positive attitude.

# Performance Criteria

* 1. Reception function and responsibilities are identified and described in terms of their importance in maintaining quality customer service.

* 1. Etiquette and skills required by receptionist are explained and demonstrated.

# Element 2: Provide reception services

# Performance Criteria

2.1 Clients are welcomed and made comfortable in accordance with office requirements.

2.2 Knowledge of the anticipated professional demeanour is demonstrated in accordance with office requirements.

**Element 3: Explain requirements for maintaining a safe and secure reception area**

# Range

Safe and secure may include but is not limited to – emergency procedures for fire, earthquake, hold-up, bomb scare; contact information for emergency services and for safety officer; contact information and procedures for medical and first aid emergencies; evidence of three is required.

# Performance Criteria

3.1 Requirements for maintaining a safe and healthy environment in the reception area are explained in terms of office and legislative requirements.

3.2 Responsibilities of the receptionist role in handling emergencies and crises in the reception area are clarified in accordance with office requirements.

3.3 Security procedures are outlined and adhered to as per organisational procedures.

 3.4 Visitor registers with relevant information are created and maintained in line with organisational procedures.

 3.5 Procedures of visitor’s cards and permits are explained to visitors in line with

 organisational procedures.

 3.6 Visitors’ cards and permits are issued, monitored and maintained in line with

 organisational procedures.

**Element 4: Maintain a safe and clean front office area to promote corporate image**

**Range**

Safety of front office area includes but is not limited to, ease of entry and exit, placement of furniture and fittings, avoidance of trip points, watering of plants and safety signage.

**Performance Criteria**

4.1 Safety of front office area is maintained in line with organisational procedures.

4.2 Presentation of front office area is maintained.

4.3 Corporate images and company brochures are displayed and updated.

# Registration Data

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| **Subfield:**  | Business Services  |
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| **Date first registered:**  | 28 March 2018  |
| **Date this version registered:**  | 28 March 2018  |
| **Anticipated review:**  | 2023  |
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| **Body responsible for review:**  | Namibia Training Authority  |