

U29701:**Welcome Visitors****(Level 1)**

Unit Descriptor:

Welcome visitors and make sure their needs are met.

At the end of this unit you will be able to apply the following skills:

- Interpersonal skills
- Presentation skills
- Questioning techniques
- Listening skills
- Communicating skills

ELEMENT**PERFORMANCE CRITERIA***To be competent you must achieve the following:*

1. Welcome visitors.

- 1.1 Present a **positive image** of yourself and your organisation.
- 1.2 Help **visitors** feel welcome.
- 1.3 Identify visitors and the reason for their visit.
- 1.4 Inform colleagues of the visitors' arrival if appropriate.
- 1.5 Make sure visitors' needs are met as appropriate.

RANGE STATEMENT

You must cover the items below:

Element 1:**A. Types of visitors:**

- (i) Expected
- (ii) Unexpected

B. Present a positive image:

- (i) During routine delivery of customer service
- (ii) During a busy period for your organisation
- (iii) During a quiet period for your organisation
- (iv) When people, systems or resources have failed
- (v) When dealing with unusual variations to normal visitor enquiries
- (vi) When dealing with visitor complaints
- (vii) When dealing with visitor enquiries that contain aspects outside of your immediate job responsibilities.

UNDERPINNING KNOWLEDGE AND SKILLS

You will know:

1. Why it is important to present a positive image of yourself and your organisation.
2. How to make visitors feel welcome.
3. The types of visitors you receive, the requirements that they have and how to meet their needs.
4. Organisation structures and communication channels within your organisation.
5. The personnel within your organization.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

1. Evidence for this unit is generated when you carry out real work in a private sector, not-for-profit or public service organization, whether full-time, paid or voluntary.
2. Evidence must show that you have consistently met the standard over a sufficient period of time for you to be considered competent.
3. You need to show that you:

Element 1:**A. Welcome visitors who are:**

- (i) Expected
- (ii) Unexpected

B. Present a positive image:

- (i) During routine delivery of customer service
- (ii) During a busy period for your organisation
- (iii) During a quiet period for your organisation
- (iv) When people, systems or resources have failed
- (v) When dealing with unusual variations to normal customer enquiries
- (vi) When dealing with visitor complaints
- (vii) When dealing with visitor enquiries that contain aspects outside of your immediate job responsibilities

Evidence may include:

Visitors sign in book; minutes of 1-1 discussions; team meeting minutes; reviews; appraisals; personal development plans; continuous professional development records.

(2) Methods of Assessment

The following assessment methods can be used for this unit:

Performance evidence:	Observation Examination of work results
Supplementary evidence:	Witness testimony Questions*

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

Here are some examples to give you some ideas about the sort of evidence that can be used for:

Performance criterion 1.4: If the workplace does not expect colleagues to be informed of a visitors' arrival, 'what if ' questions should be asked to confirm competence.

(3) Context of Assessment

Simulation is not allowed for this unit.

(4) Links to other units

Evidence generated for this unit may contribute towards evidence for units:

- Carry out your responsibilities at work – Level 1
- Work within your own business environment – Level 1