## **SDS0453** **(J8DN 45)**

## Providing Reception Services

### Candidate’s statement

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

|  |  |
| --- | --- |
| Candidate’s name |  |
| Candidate’s signature |  |
| Date |  |

### Assessor’s statement

I confirm that the candidate has achieved all the requirements of this unit.

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| --- | --- |
| Assessor’s name |  |
| Assessor’s signature |  |
| Date |  |
| Countersigning Assessor’s name  (if applicable) |  |
| Countersigning Assessor’s signature  (if applicable) |  |
| Date |  |

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### Internal Verifier’s statement

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 |  |
| Countersigning Internal Verifier’s name (if applicable) |  |
| Countersigning Internal Verifier’s signature (if applicable) |  |
| Date |  |

|  |  |
| --- | --- |
| External Verifier’s initials (if sampled) |  |
| Date |  |

#### Unit overview

To provide reception services using varied communication methods and techniques to meet customer expectations in line with organisational policies and procedures.

#### 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.

#### Performance criteria (What you must do)

There must be evidence for **all** PCs (ie: 1-12).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

1. Presenting a positive image of yourself and the organisation in line with organisational policies and procedures.
2. Greeting customers professionally in line with organisational policies and procedures.
3. Identifying customer requirements to establish their needs in line with organisational procedures.
4. Answering customer queries and correspondence in line with organisational policies and procedures.
5. Retrieving relevant customer details and checking they are correct in line with regulatory requirements and organisational policies and procedures.
6. Recording customers’ arrivals and departures in line with regulatory requirements and organisational policies and procedures.
7. Providing accurate information to meet customer needs.
8. Monitoring communication channels to provide prompt responses in line with organisational policies and procedures.
9. Transferring customer details to relevant departments in line with regulatory requirements and organisational policies and procedures.
10. Ensuring organisational security measures for entry and exit to premises are followed in line with organisational policies and procedures.
11. Maintaining clean, tidy and secure reception areas in line with organisational policies and procedures.
12. Recording incidents in line with regulatory requirements and organisational policies and procedures.

#### Performance criteria evidence

| **Evidence reference** | **Evidence description** | **Date** | **PC 1** | **PC 2** | **PC 3** | **PC 4** | **PC 5** | **PC 6** | **PC 7** | **PC 8** | **PC 9** | **PC 10** | **PC 11** | **PC 12** |
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#### Scope / range (What you must cover)

No scope / range is stipulated for this unit.

#### Knowledge and understanding (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).

| **Knowledge statement** | **Evidence reference** | **Date** |
| --- | --- | --- |
| 1. How to present a positive image of self and the organisation and why this is important. |  |  |
| 1. Organisational standards for delivering customer service and why these are important. |  |  |
| 1. Organisational procedures, regulations and legislation regarding health, safety and security and why it is important to follow these. |  |  |
| 1. The purpose and value of reception functions as first point of contact with customer. |  |  |
| 1. Types of correspondence and communication methods used for reception services including face-to-face, social media, phone and email. |  |  |
| 1. Organisational booking, check in and other relevant procedures, and why it is important to follow these including, where available, customer self-service. |  |  |
| 1. Why it is important to give accurate information to customers and to correctly identify and meet their requirements. |  |  |
| 1. Organisational structure and lines of communication and how to use them effectively. |  |  |
| 1. Purpose of customer confidentiality guidelines and the importance of following them. |  |  |
| 1. Organisational entry, exit and security procedures and how to use them. |  |  |
| 1. Importance of keeping reception areas clean, clear and secure. |  |  |
| 1. Organisational policies and procedures in the event of incidents, accidents and emergencies and the importance of following them. |  |  |

#### Supplementary evidence

| **Reference** | **Evidence description** | **Date** |
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#### Assessor feedback on completion of the unit: