RECEPTIONIST

Competency Standards Code : K74S002
Source : National Competency Standard

National Certificate at NVQ Levels in the occupation of Receptionist will be awarded to those who are competent in

units 1+2 - K74S002Q1L2 - NVQ level 2
units 1 + 2 + 3 - K74S002Q2L3 - NVQ level 3
units 1 + 2 + 3 + 4 - K74S002Q3L3 - NVQ level 3



NATIONAL APPRENTICE AND INDUSTRIAL TRAINING AUTHORITY,

No.971, Sri Jayawardanapura Mawatha, Welikada,

Rajagiriya.

Telephone. 0112888782-7 **Email: naitaitd@yahoo.com**

Unit of Competency	Elements	Module Number & Module	Tasks Number & Task
1. Welcome guest **K 74S002U01**	**1. Greet customer.** **2. Attend to customer.** **3. Direct customer** **4. Usher customers**	**M-01** Welcome Guest	**A-01** Greet customer
			A-02 Make customer comfortable & listen
			A-03 Identify customer's needs/ wants
			A-04 Make a decision
			A-05 Direct customer / usher customer
2. Handle telephone calls **K 74S002U02**	**1.Gather information** **2. Respond to incoming calls internal/ external (local and foreign)** **3. Deal with regular / frequent calls** **4. Handle difficult/ emergency situations**	**M-02** Handle Telephone Calls	**B-01** Respond to the telephone & greet the caller
			B-02 Listen to the caller
			B-03 Collect, verify information & take a decision
			B-04 Give information & transfer calls
			B-05 Deal with regular/ frequent calls
			B-06 Handle difficult caller
3. Provide information and customer services **K 74S002U03**	**1. Greet customer / identify requirement** **2. Make decisions.** **3. Receive and dispatch items and documents** **4. Handle customer complaints** **5. Handle documents**	**M-03** Provide Information & Services	**C-01** Gather information
			C-02 Identify customer's requirements & provide information
			C-03 Make decisions
			C-04 Ensure requirements are fulfilled
			C-05 Receive letters, parcels & messages
			C-06 Send letters, parcels & messages
			C-07 Handle complaints
			C-08 Handle documents
4. Keep records **K 74S002U04**	**1.Collect current data** **2. Sort data** **3. Prepare forward detailed / summarized reports** **4. Maintain records**	**M-04** Keep Records	**D-01** Record data
			D-02 Prepare reports
			D-03 Forward reports
			D-04 Send soft / hard records to record room

NAITA

Related Knowledge for Receptionist

M-01 - Welcome Guest

Body language, ability to speak & write different languages, Standard Operating Procedures, Common sense, understand activities of the organization, knowledge
about information technology, safety standards, fire safety, fire exits and evacuation points, floor plans and interior decorations.

M-02 - Handle Telephone Calls

Language ability, Switch board operation, Standard Organizational Procedures, IT knowledge, awareness of organizational rules and regulations, safety standards, company policies, company business of service/product and other information, company departmental heads/officers in –charge, various department and heads of departments, company publication, news letters, circulars, bulletins, brochures, flyers, product catalogues, product literatures, advertisement.

M-03- Provide Information & Services

Security procedures, handling equipment, Standard Operation Procedures, IT related software knowledge, General knowledge, ability to read write and understand different languages, Human psychology, current affairs, international symbols and abbreviations, postal rates, rules and regulation of the organization,
house rules, ability to understand different socio cultural background, 5s concept,
policy procedures.

M-04- Keep Records

Knowledge of service/product, basic accounting procedures, computer literacy organizational rules and regulations, knowledge of filing and indexing, document handling procedures

NAITA