NATIONAL APPRENTICE AND INDUSTRIAL TRAINING AUTHORITY

Transformation of Apprenticeship NVQ - Establishment Assesment Guide

Requirement of Tools , Equipment and others for

RECEPTIONIST

Competency Standards Code : K74S002.2

(Selected Package for Apprenticeship Mode)

Sourse : National Competency Standard

Name , Address of Estblishment & Contact Number

Date of Assessment :							**District:**	
NO	**Tools,Equipments & Others**	**Requirment for the Units**					**Availability at Establishment (Yes/No)**	**Remarks**
		1	**2**	**3**	**4**	**5**		
1	Any tool or equipment as per the hygiene	✓						
2	Any tool or equipment as per the Standard Operating Procedures	✓						
3	Applications				✓			
4	Bluetooth Devices		✓					
5	Brochures			✓				
6	Call recording device		✓					
7	communication devices	✓						
8	Computer with accessories	✓	✓	✓	✓	✓		
9	Customer complaint register					✓		
10	Data recording sheets				✓			
11	Date stamps			✓				
12	Display boards			✓				
13	Emergency numbers lists		✓					
14	Equipment needed for differently abled	✓						
15	Fliers			✓				
16	Forms				✓	✓		
17	Guest Questioner					✓		

18	Important and routine contact number lists		✓					
19	Information Leaflets	✓						
20	Invitees/VIP list	✓						
21	Leaflets/ brochures			✓	✓	✓		
22	List of dispatch service providers			✓				
23	Log Book/ Data recording sheets					✓		
24	maintenance standards	✓						
25	Operator console and head set		✓	✓				
26	Personal Protective Equipment	✓		✓				
27	Point of Sale Devices (POS)		✓					
28	Printer/ Scanner		✓	✓	✓	✓		
29	Property Management System (PMS)/ Customer		✓		✓			
30	Reception desk equipment and materials	✓						
31	Registers/log book			✓				
32	Relationship Management (CRM)		✓		✓			
33	Safety locker			✓				
34	Smart Devices		✓					
35	Standard Forms and Formats	✓						
36	Stationeries	✓	✓	✓	✓	✓		
37	Telephone		✓	✓	✓	✓		
38	Telephone / Fax Machine and other	✓						
39	Telephone Directories (Internal & External)		✓					
40	Telephone directory	✓						
41	Telephone extension details	✓						
42	Telephone system (PABX)		✓					
43	Uniform	✓						
44	Visitor comment book / cards / feedback forms	✓						
45	Visitor Identification Tags	✓						
46	Visitor pass			✓				
47	Visitor’s registration book/ card	✓						
48	WiFi Devices		✓					

49	Written documents			✓				

Selected Qualification (Package)		Units

forwarded by:	***Recommended by:***
Name of the Officer : ……	*Name of the Officer : ……*
Designation : ……	*Designation : ……*
Signature : ……	*Signature : ……*
Date : ……	*Date : ……*
Official Stamp : ……	*Official Stamp : ……*

Certified by:

Name of the Officer : …… *Designation : ……*

Signature : …… *Official Stamp : ……*

Date : ……