

**Unit Title:** Reception Skills  
**Unit Level:** Level 1  
**Unit Credit Value:** 2  
**GLH:** 18  
**LASER Unit Code:** WJC302  
**Ofqual Unit Code:** D/506/0547

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know how and why to make visitors welcome.	1.1	Outline workplace procedures for receiving visitors.
		1.2	Give examples of how a visitor can be made to feel welcome.
		1.3	State the importance of body language in making visitors feel welcome.
		1.4	Give examples of when and how to seek assistance with problems are raised by visitors.
2.	Be able to follow procedures for welcoming and assisting visitors.	2.1	Demonstrate how to follow workplace procedures for: (a) Welcoming visitors (b) Questioning visitors to establish the purpose of their visit (c) Informing colleagues that visitors have arrived (d) Assisting visitors with their requirements while waiting.

**Assessment Guidance:**

NA

**Additional Information:**

NA