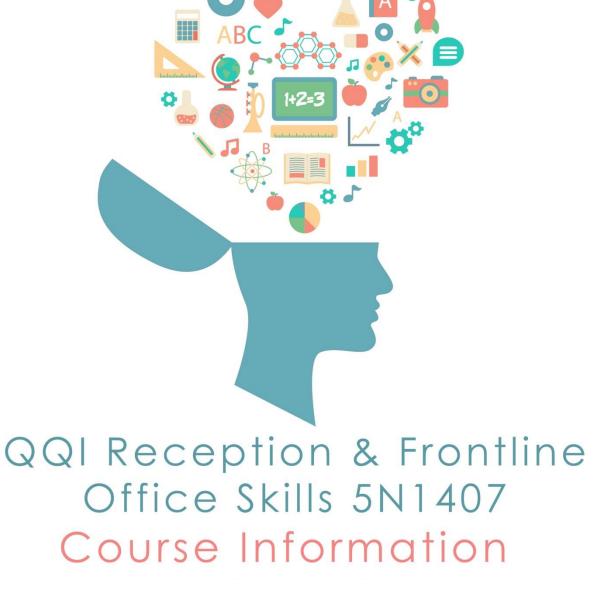
Lir | Business Services & Training Centre Ltd





2017 – 2018





QQI Reception & Frontline Office Skills 5N1407

At the end of this module, learner should be able to appreciate the professional skills required by a modern Front Line / Reception Representative to implement the procedures and understand the operations and equipment used in an efficient front office area.

Entry: Level 5 Certificate in, Leaving Certificate or equivalent qualifications and/or relevant life and work experiences

- 1. Examine the skills, functions and responsibilities of a receptionist or front line office representative within an organisation
- 2. Outline the products, services, key policies, structures and personnel of an organisation
- 3. Explore the range of telecommunications network equipment used within a reception and or front office context, to include, telephone management systems, electronic directories and computer networks
- 4. Source information from the internet, reservation systems, postal services, call and or courier logs and messaging service
- 5. Explain a range of telephone communications terms
- 6. Outline aspects of safety and health at work legislation pertaining to working within a reception context including security and emergency procedure requirements
- 7. Identify the process for the flow of information to and from an organisation and sources of reference or information within an organisation
- 8. Plan a reception layout and describe office equipment in the reception area
- 9. Apply a range of communication skills including personal, interpersonal and technological proficiencies using effective tone, pitch, use of voice and body language
- 10. Operate a range of equipment in the reception area to include a telecommunications system, an intercom, pager, a computerised data entry system, electronic diary, photocopier, scanner, fax machine and postal automation equipment
- 11. Produce reception material to include notices, inventory of equipment, stock requisitions, petty cash system, diary, post log, visitors log and telephone messages
- 12. Respond quickly in pressurized reception related circumstances requiring fast and efficient comeback
- 13. Display a professional approach to receiving visitors, use effective customer service skills, upkeep of visitors log book, use initiative around unexpected visitors and maintain composure when dealing with complaints
- 14. Present a range of documents including order form, invoices and processing travel expenses
- 15. Apply a range of general administrative skills within the reception and or front office context, to include filing, booking and preparing for board meetings or conferences, organising visitors; waiting area, arranging appointments, preparing an itinerary, making reservations, providing information to visitors, ordering stationery, dealing with incoming and outgoing postal dispatches and courier services..

Assessment

Portfolio/Collection of Work 50% and Skills Demonstration 50%

Duration

5 X Workshops (1 day per week over 5 weeks, or 8 evenings) plus self-directed fully supported learning.

Fees & Payment Options

- Course fee: in full €350, or 2) Flexi-payments/Funding, or 3) In-Company separate quote
- You may qualify for funding by contacting your local Intreo/DSP Office.

Learner Progression

Learners who successfully complete this course may use the associated credits towards a Major Award.