



QQI Reception & Frontline Office Skills 5N1407 Course Information

2017 – 2018

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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

Learning Outcomes

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.

Next Start Date: _____

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