



HCT

Progressive, Innovative & Interactive Training



Reception and Frontline Office Skills

LEVEL 5



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QQI AWARD

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Reception and Frontline Office Skills

Programme Aim: To provide learners with the opportunity to develop knowledge, skills, and competencies necessary to demonstrate good interpersonal skills in dealing with clients/customers in person or on the telephone. To understand the functions of a receptionist within a number of different organisations. To include various administration duties while maintaining a friendly and business like manner. On completion learners will be capable of demonstrating appropriate use of voice, tone, pitch, and body language for effective verbal communication techniques used in order to maintain good organisation and run a professional reception desk.

Participants of this programme will:

- Appreciate the professional skills required by a receptionist to operate in a front line position in a company
- Understand the importance of the layout and maintenance of a reception area
- Understand and implement the procedures involved in the operation of an efficient front office area
- Each learner will thoroughly understand the different systems, equipment, and operations within a reception area
- Be capable of effective communication to client/customers both face to face and over the telephone
- Deal with challenging situations efficiently
- Confidently demonstrate a professional attitude to colleagues and clients

Programme Content

- Skills required to work as a receptionist
- Functions of a receptionist and front desk activities
- Effective communication skills
- Dealing with awkward situations
- Greeting visitors and escorting to destination
- Administration
- Understanding telephone terms
- Making and answering calls confidently and effectively
- Information and communication technologies
- Advantages and disadvantages of various means of transmitting information

Specific Support Available

A range of accommodations and supports are possible according to specific needs. This programme comes with a very comprehensive manual as an excellent source of reference after the programme

Programme level	This programme leads to a Level 5 on the National Framework of Qualifications
Progression and Credit Value	This programme can be used as 15 credits towards Office Administration QQI Level 5 5M1997. Learners can transfer to another programme. HCT must be notified on day one of the programme that you wish to transfer free of charge, after day one the fees for the new programme will apply
Duration	This programme will run for 6 contact days depending on the project and will require participants to complete some work in their own time
Who should attend this course	People seeking skills in or looking to gain formal qualification in front desk and reception skills
Required fluency in generic skills	Learners entering a programme leading towards an award at Level 5 will usually be proficient at reading, drafting, preparing and understanding information across a broad range of topics, including quantitative information. Learners may solve problems well, independently and as part of a group. Learners participate well in a chosen area of expertise, using a range of tools and procedures, responsibly and autonomously
QQI Assessment	Participants who wish to achieve a QQI Component Certificate must complete 50% Portfolio/ Collection of Work and 50% Skills Demonstration
Resources Required in Order to Successfully Complete the Module	Some personal learning / study time will be required from participants. Programme packs, assessment briefs and some equipment will be provided as a part of the programme
Specific Entry/Access & Exemptions required	A learner seeking entry to a programme leading to awards at level 5 does not need a previous formal qualification. HCT would highly recommend that learners have achieved some certification at Level 4 or have relevant work/life experience. Recognition of Prior Learning may be considered to gain access without having certification entry requirements, to gain exception within a programme, attain an award based on experience which they don't hold formal qualification in, contact our office for more information

Reception and Frontline Office Skills 5N1407