



# HCT

Progressive, Innovative & Interactive Training



## Reception and Frontline Office Skills

LEVEL 5



QQI AWARD

[www.hctlearning.ie](http://www.hctlearning.ie)



# HCT

Progressive, Innovative & Interactive Training



QQI AWARD

**Hughes Consultancy & Training**

Unit 2, Purcellsinch Business Park  
Dublin Road  
Kilkenny

Tel: +353 (0)56 777 0761

Email: [info@hctlearning.ie](mailto:info@hctlearning.ie)

Web: [www.hctlearning.ie](http://www.hctlearning.ie)



## 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 able to demonstrate appropriate use of voice, tone, pitch and body language for effective verbal communication and 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
- The gatekeeper
- Greeting visitor 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

<b>Programme level</b>	This programme leads to a Level 5 on the National Framework of Qualifications
<b>Progression and Credit Value</b>	A Major Award in Business Administration 5M2468, This programme is worth 15 credits towards a Major Award
<b>Duration</b>	This programme will run for 6 contact days depending on the project and will require participants to complete some work in their own time
<b>Who should attend this course</b>	People seeking skills in or are looking to gain formal qualification in front desk and reception skills
<b>Required fluency in generic skills</b>	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 predictable 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.
<b>QQI Assessment</b>	Participants who wish to achieve a QQI Component Certificate must complete 50% Portfolio/ Collection of Work and 50% Skills Demonstration
<b>Resources Required in Order to Successfully Complete the Module</b>	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
<b>Specific Entry/Access &amp; Exemptions required</b>	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

# Reception and Frontline Office Skills 5N1407