



COURSE NAME
Reception Skills
COURSE CODE
13930
SUMMATIVE ASSESSMENT

Learner Name: PURITY DLAMINI

Learner ID: _____

Contact Number: _____

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Contents

Personal Details – Portfolio of Evidence.....	8
Formative Assessment.....	9
Multiple Choice Questions.....	10
Practical Questions.....	12
Workplace Journal and Witness Testimony.....	13
Witness Testimony and Observation Feedback 1.....	15
Workplace Activity.....	16


PORTFOLIO OF EVIDENCE GUIDE COVER PAGE

Section**Completed**

1. Portfolio of Evidence Guide	
2. Personal Details	
3. Formative Assessment	
4. Summative Assessment	
5. Workplace Logbook	
6. Assessment Guide	

Declaration of Authenticity:

I hereby declare that the evidence presented in this Portfolio is my own work, and that I have participated in preparing the evidence in the case of group work activities. Where applicable, I have recognized sources of information used in the preparation of this Portfolio of Evidence.

Learner Name	PURITY DLAMINI	Learner Signature	X 
Learner ID Number	-	Date	28 JULY 2017

Dear Learner,

Please go through your Portfolio of Evidence File and Assessment Guide with your Facilitator/Assessor and make sure you understand how to complete your portfolio of evidence file and activities and file them in sequence.

Make sure you have a copy of the unit standards you are going to be assessed on and that you understand the specific outcomes and assessment criteria.

Instructions to Learner

You are required to READ through the ASSESSMENT GUIDE, PORTFOLIO OF EVIDENCE GUIDE and SUMMATIVE ASSESSMENT before you attempt to complete your Summative Assessment.

The Portfolio of Evidence Guide will outline the unit standard, contain all the documentation you need to sign as well as inform you of the assessment approach and strategy that will be followed. You will be required to sign that you have read through these processes and that you understood what was expected of you.

NB: Failing to sign, complete all activities, file certified copies or any required documents will result in an immediate FAIL by the assessor.

No portfolio will be assessed if it is filed incorrectly or if there are any documents outstanding.

Portfolio of Evidence File Instructions

Instructions to the assessor

Please provide a portfolio of evidence file to the learner with the following 10 sections already labelled for the learner. This file will be used by the learner to file all of their evidence according to the instructions given.

Instructions to Learner

You have been provided with a Portfolio of Evidence File that contains 10 sections – Labels.

1. Summative Assessment

2. Assessment Guide

Each Page of this document must be signed by the learner to confirm understanding of guidance provided. There are other additional sections that must also be signed by the learner – this will be marked by an X for the learner to sign additionally.

3. Portfolio of Evidence Guide

Each Page of this document must be signed by the learner to confirm understanding of guidance provided. There are other additional sections that must also be signed by the learner – this will be marked by an X for the learner to sign additionally.

4. Personal Details – Certified Copies of ID and Certificates, CV

5. Formative Assessment – All activities to be completed in Learner Guide or Handbook during study.

6. Multiple Choice Questions – Test to be completed after study and filed in this section.

7. Knowledge Questions – Complete activities and file in this section

8. Project Assignment – Section 1 – Complete activities and file in this section

10. Workplace Journal/Witness Testimony - Complete journal and have a witness signed in testimony of it and file in this section

Personal Details – Portfolio of Evidence

Instructions : You are required to provide a Portfolio of Evidence File containing the following documents:

1. Learner Registration Form –completed in uppercase – black ink
2. Certified Copy of ID
3. Certified Copy of Certificates on Qualifications Achieved
4. CV – detailing your experience

File these documents in the **4th** section of your portfolio of evidence File under the label called **Personal Details.**

NB: Failing to file these documents will result in an immediate FAIL by the assessor.

Formative Assessment

Instructions : You are required to complete all the activities in your Learner Workbook. This may consist of knowledge questions, practical questions, multiple choice questions, case studies, self-assessment or self-reflection activities.

Some of these questions may not have a right or wrong answer, however it may give you a clear description of how you view, or implement ideas, concepts etc.

These activities form part of your formative assessment (activities done during your learning process).

NB: Failing to file these documents will result in an immediate FAIL by the assessor.

Multiple Choice Questions

Instructions : Read the multiple questions carefully. Print the letter of the correct answer next to the question.

Complete all questions using either black or blue ink.

This might be given to you in the form of a test after training has taken place or on the last day of training. If this is the case, make sure the test is marked and signed by the facilitator, and filed within your portfolio of evidence file before you exit the class.

NB: Failing to file these documents will result in an immediate FAIL by the assessor.

- 1 C **The Receptionist should**
- a. Keep the visitor waiting by talking on the phone
 - b. Let the visitor stand around the reception area
 - c. Promptly greet the visitor and ask how may you help
- 2 B **The reception area should**
- a. Be cluttered and untidy
 - b. Be presentable
 - c. Be unwelcoming
- 3 B **Action taken to improve self-esteem**
- a. Have a negative self-image
 - b. Take responsibility for your feelings
 - c. Physical appearance does not matter
- 4 B **Being a team member**
- a. Don't listen to other team members
 - b. Ask for ideas from other team members
 - c. Deal with disagreements in an unconstructive way

S.P.

- 5 C **Professional requirements of receptionist**
- a. Use of bad language
 - b. Inappropriate dress code ✓
 - c. Business formal attire
- 6 B **Positive Interpersonal Skills**
- a. Negative thoughts about yourself and others ✓
 - b. Learn how to speak and listen to people with different backgrounds
 - c. Gossip
- 7 TRUE **Make eye contact when speaking to a visitor**
- a. True ✓
 - b. False
- 8 B **Positive relationship with colleagues**
- a. Raise your voice and use bad language ✓
 - b. Treat colleagues respectfully no matter what the circumstances
 - c. Speak disrespectfully of colleagues
- 9 C **Confidentiality**
- a. Talk on the phone in such a manner that everyone can hear you ✓
 - b. Leave documents and disks laying around your office
 - c. Lock away all confidential, financial and staff related information
- 10 B **Handling complains**
- a. It is the customers fault ✓
 - b. Keep your voice clear and calm
 - c. Fold your arms

TOTAL: 10 Mark 10

S.P

Practical Questions

Instructions : Read the following Practical Instruction carefully and write your answer legibly in English. Label drawings clearly.

Complete all questions using either black or blue ink.

The mark allocation will provide an indication of how comprehensive your response should be.

NB: Failing to file these documents will result in an immediate FAIL by the assessor.

Answer the following Questions Based on what you have experienced during your research project.

2.1	Identify and discuss the roles and responsibilities of a receptionist	10
2.2	Discuss the procedure for receiving visitors at your organization in accordance to organizational policies and procedures	10
2.3	Discuss the procedure of receiving and distributing documents and parcels at your organization.	10
2.4	Discuss how you can improve your reception area.	10
2.5	Draw up a procedure for handling visitors with appointments at your organization.	10
2.6	Draw up a procedure for handling visitors without appointments at your organization.	10
2.7	Draw up a procedure for handling unwanted visitors your organization.	10
2.8	Discuss the importance of monitoring customer satisfaction at your organization.	5
2.9	Discuss when and how to determine customer satisfaction at your organization.	5
2.10	Discuss ways in which you can improve your communication skills	10

TOTAL: 00 Mark 55

PRACTICAL QUESTIONS

- 2.1.1 Always maintain a good posture
 - 2.1.2 Receive visitors promptly, show interest in what they are saying and never use the phrase 'I don't know'
 - 2.1.3 Must be a diplomat and handle situations with great care and wisdom
 - 2.1.4 Be friendly and charming, make people feel welcome and at ease
 - 2.1.5 Be enthusiastic, speak clearly in a well modulated voice
 - 2.1.6 Listen carefully to everything said so that you know what to do
 - 2.1.7 Must be able to defuse or avoid conflict situations and handle difficult people with ease
 - 2.1.8 Must have knowledge of the company and departments as well as the policies
 - 2.1.9 Always be dressed neatly
-
- 2.2.1 Greet the customer/visitor with a smile
 - 2.2.2 Ask how you may assist
 - 2.2.3 Listen carefully to what he/she is there for
 - 2.2.4 Ask if it is personal or it's work related
 - 2.2.5 Let the customer/visitor to have a seat while you re busy trying to get hold of the person relevant
 - 2.2.6 If it is a member of the organisation you ask for certain particulars, so it will make it easy to get a person relevant
 - 2.2.7 You offer tea/water while the client is waiting at the client's room
-
- 2.3.1 Receive the parcel from the courier guy and inform the person who parcel it is or send with an internal mail
 - 2.3.2 When receiving a parcel also sign for it is a proof that is being delivered
 - 2.3.3 If the parcel is for one of the directors, call a P.A so he/she may come to obtain it as soon as possible
 - 2.3.4 When opening the parcel make sure that you keep the address of sender-it is often only indicated on the outside of the wrapper
-
- 2.4.1 To always keep the reception area clean and tidy
 - 2.4.2 Have fresh flowers
 - 2.4.3 Have magazines to read which are neat and stacked away constantly
 - 2.4.4 Create a good impression of the organisation at all times
 - 2.4.5 Must deliver a good service
 - 2.4.6 Must take a fully responsibility
 - 2.4.7 Always be friendly
-
- 2.5.1 Greet the visitors
 - 2.5.2 Ask if he/she has an appointment and ask what time, phone the P.A or relevant person to inform them of visitor's arrival
 - 2.5.3 If the staff member is available to see the visitor, show them in
 - 2.5.4 If the staff member is not immediately available tell the visitor and ask if he/she would like to take a seat
 - 2.5.5 If there is a delay remind the visitor that you have not forgotten about them
-
- 2.6.1 Greet the visitor
 - 2.6.2 Acquire the visitor's name and details
 - 2.6.3 Ask whom they've come to see and find out the purpose of their visitors
 - 2.6.4 If the person they would like to see is not available determine if anyone else can help, if not make an appointment at the first possible opening
 - 2.6.5 If you cannot accommodate the visitor at all turn him/her away with tact



- 2.7.1 Stay calm and polite
 - 2.7.2 Panic button or a radio to call security
 - 2.7.3 Ignore foul language
 - 2.7.4 Beware of inquisitive visitors, be friendly but firm, and ignore questions without being rude
 - 2.7.5 If the manager doesn't want to speak to the visitor, convey the message in a polite way and remember not to tell lies
 - 2.7.6 If a visitor only wants to speak to a certain manager be diplomatic
 - 2.7.7 Listen, show empathy, try to convince the visitor to make an appointment
- 2.8.1 There are survey cards to ask the client to complete
- 2.8.2 When you have been at the resort there is some paper with questions to answer about the the service received while were still in
- 2.9.1 Listen carefully to the client to make it sure that you deliver what is required
- 2.9.2 Keep asking the client if he/she is clear especially when dealing directly with the client and remember to stay calm and friendly towards the client
- 2.10.1 Keep your voice clear and calm
 - 2.10.2 Speak as would normally do, do not speak faster or louder than usual
 - 2.10.3 Watch your body language
 - 2.10.4 Maintain a comfortable level of eye contact
 - 2.10.5 Keep your facial expression calm
 - 2.10.6 Look concerned and interested
 - 2.10.7 Use calm and friendly gestures
 - 2.10.8 Maintain a professional posture and do not fold your arms
 - 2.10.9 Stand your ground-if the visitor invades your personal space do not step back

Workplace Journal and Witness Testimony

Instructions : Workplace or Personal Journal

You are required to complete a workplace journal/diary that provides evidence of your applied competence throughout the period of your project. This may be provided in the form of a diary of daily reports, feedback, problems, team situations or general information you have encountered on a day-to-day basis.

It is important that you reflect back on the speeches that you have given and share with us what you have learned throughout this process.

This activity supports the critical cross-field outcomes of the course, and must show your ability to do the following as stated in the exit level outcomes and related assessment criteria.

Witness Testimony

You are also required to provide testimony of at least 3 witnesses who have observed you applying your new learned skills throughout this project.

Your witnesses should include your direct manager, a team member or a mentor.

Workplace Activity

You are provided a list of workplace activities you will need to complete in addition to your assessment. Please go through these activities with your facilitator and mentor and ensure you are able to complete the required activities according to outcomes and criteria of this course.

NB: Failing to file these documents will result in an immediate FAIL by the assessor.

Workplace or Personal Journal

You may use the following format, or any other format you find easier to use. You may also make copies from your diary, during the period of the implementation of this study at the workplace. You may identify situations such as emergencies you had to handle, customers that were difficult or problems you had to solve at the reception area or at your desk.

Date	Daily Activity	Daily Tasks
	Incident	NY
	Achievement	
	Important	
	Lessons Learned	

Witness Testimony

Lastly, go out of your way to seek criticism of yourself as a research project manager.

Make sure to use the following Witness Testimony's together with the actual project and report feedback given by the parties involved.

Your critics, whatever their motives or manners, are doing you the service of true friends.

Sift through their comments for the gold-dust of truth.

The assessor will allocate 10 marks for each Witness Testimony handed in with comments.

TOTAL: 10 Mark _____

Witness Testimony and Observation Feedback 1




I hereby declare that I have witnessed and observed the following learner carry out activities in relation to reception skills.

NAME OF LEARNER	PURITY DLAMINI
RELATIONSHIP TO LEARNER	Colleague
NAME OF WITNESS	Teresa Nicholls
DATE OF FEEDBACK	30/8/17

NO	AREAS OBSERVED				COMMENTS
		Sorted!	Mostly?	Needs Help!	
1	The learner's ability to apply skills learnt in the workplace, and commitment to the learning process	✓			
2	The learner's ability to implement organizational procedures	✓			
3	The learner's ability to solve problems that are work related		✓		
4	The learner's ability to work and function in a team	✓			
5	The learner's ability to communicate effectively in the workplace	✓			
6	The learner's ability to use workplace equipment such as computers		✓		
7	The learner's ability to make decisions related to workplace		✓		
8	The learner's ability to analyze and plan workplace activities		✓		
SIGNATURE OF WITNESS					DATE 30/8/17

Workplace Activity

CANDIDATE NAME	PURITY DLAMINI	
COURSE NAME	Reception Skills	
COURSE CODE	13930	
MENTOR NAME		
JOURNAL PERIOD	FROM	TO

WORKPLACE ACTIVITY	SO				COMMENTS
		Sorted!	Mostly?	Needs Help!	
Oversee the reception of visitors		✓			
Ensure that visitors are consulted according to organisational requirements		✓			Purity is more confident now.
Monitor visitors' satisfaction		✓			

DATE	DIARY ENTRY OF WORKPLACE EVIDENCE	EVIDENCE LOCATOR
	Oversee the reception of visitors	SO 1
	Ensure that visitors are consulted according to organisational requirements	SO2
	Monitor visitors' satisfaction	SO3
Lessons Learned		