

Lynn Page & Associates

We develop people, processes, programmes & learning solutions

Receive, consult and direct visitors in a reception area

USID 14350 | Credits 5 | NQF Level 2

Duration: 2 days

Learners will be learning towards obtaining a national qualification at level 2 or are working in an administrative environment, including SMME's (Small, Medium and Micro Enterprises), where the acquisition of competence against this standard will add value to the learner's job, or chances of finding employment.

Learners will be well positioned to extend their learning and practice into other areas in the business environment, or to strive towards professional standards and improved performance.

Organisational procedures extend to security measures, and standards of professionalism.

The qualifying learner will be capable of:

- ▶ Receiving visitors
- ▶ Determining visitor requirements according to organisational procedures
- ▶ Directing visitors according to organisational requirements

This workshop is a little gem! Looking at it, one often confines it to the frontline and misses the 'according to organisation procedures and requirements.'

Companies are able to use this approach to increase professionalism in a process / procedure and / or requirement.

Training staff to understand procedures and standards of professionalism while dealing with themselves and others opens the door to new levels of professionalism, consistency and performance resulting in greater understanding and increased communication and relationship building across external and internal interactions.

Combine this with Behave in a Professional Manner and you have a winning combination!



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Please note: Portfolio of Evidence is charged separately to the course price

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