



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

Based on SAQA unit standards, this practical Skills Programme will give individuals foundational skills for maintaining a reception area, receiving visitors, offering customer service and creating a welcoming and professional environment.

It is an introductory programme for receptionists that covers the organisational security and safety procedures required for a reception area, ensuring a reception area is clean and presentable, determining visitor requirements and receiving and directing visitors correctly.

There is a strong emphasis on delivering excellent customer service within the context of organisational procedures and standards.

Target Audience

The Skills Programme is aimed at receptionists, telephone operators, administrators and customer service assistants.

Any individual receiving visitors, in different types of organisations and industries, will benefit from the programme.

Entry Requirements

- Communication literacy at NQF Level 1.
- Mathematical competency at NQF Level 1.

Additional Requirements

- Access to workplace activities.
- Access to a workplace mentor.
- Access to a PC, software and the internet where online learning is required.

Customer Service

Receptionist Skills

SERVICES SETA Statement of Results

SP ID: SP SIY002-1

NQF Level: 2

Credits: 10

Course Delivery & Assessment

We use inclass, virtual class and blended interactive facilitated training sessions, workplace learning, theoretical assessment and practical workplace observation to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Receptionist Skills, level 2, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the programme, you will be able to:

- Implement security procedures according to organisational requirements.
- Maintain a clean and safe reception area according to organisational requirements.
- Create a presentable reception area.
- Receive visitors.
- Determine visitor requirements according to organisational procedures.
- Direct visitors according to organisational requirements.





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Course Content

Receptionist Skills

Accreditation Body: SERVICES SETA

Skills Programme ID: SP SIY002-1

NQF Level: 2 | Credits: 10

US 14351: Maintain a Reception Area

- Implement security procedures according to organisational requirements
- Maintain a clean and safe reception area according to organisational standards
- Create a presentable reception area

US 14350: Receive, Consult and Direct Visitors in a Reception Area

- Receive visitors in accordance with organisational requirements
- Process visitor requirements according to organisational procedures
- Direct visitors according to organisational requirements

Our Accredited Organisations



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TRAINING
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Siyangoba



Siyaya®
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



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DEVELOP - EMPOWER - GROW

