



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

Based on SAQA unit standards, this practical Skills Programme will give individuals intermediate skills for maintaining reception areas and receiving visitors, delivering customer service and creating a professional environment.

The level 3 programme builds on the level 2 skills and covers subject areas in more depth. Delegates will learn more about the monitoring procedures for reception areas, controlling stationery, consulting with visitors, receiving feedback, and monitoring visitor satisfaction to improve satisfaction levels.

Underpinning the theory and practise, is offering customer service excellence, for improved first impressions and maintaining customer relationships.

Target Audience

The Skills Programme is aimed at receptionists, telephone operators, administrators and customer service assistants who need a deeper understanding and the practical application of receiving visitors in reception environments and offering excellent customer service.

Entry Requirements

- Communication literacy at NQF Level 2.
- Mathematical competency at NQF Level 2.

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 SIY003-1

NQF Level: 3

Credits: 8

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 3, 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:

- Monitor and maintain a clean and safe reception area as per organisational standards.
- Monitor the presentation of a reception area.
- Control, monitor and maintain stationery levels.
- Oversee the reception of visitors.
- Ensure that visitors are consulted according to organisational requirements.
- Monitor visitor satisfaction.





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Course Content

Receptionist Skills

Accreditation Body: SERVICES SETA

Skills Programme ID: SP SIY003-1

NQF Level: 3 | Credits: 8

US 13928: Monitor and Control a Reception Area

- Monitor the maintenance of a clean and safe reception area as per organisational requirements
- Monitor the presentation of a reception area
- Monitor the implementation of security procedures in a reception area

US 13930: Monitor and Control the Receiving and Satisfaction of Visitors

- Oversee the reception of visitors
- Ensure that visitors are consulted according to organisational requirements
- Monitor visitor satisfaction

Our Accredited Organisations



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SKILLS INSTITUTE



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SOUTH AFRICA



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