Unit 103 Meet and welcome visitors in a business environment

UAN:	**A/506/1799**
Level:	1
Credit value:	2
GLH:	20
Relationship to NOS:	This unit is linked to the Business & Administration (2013) National Occupational Standards: • CFABAC311 Meet and welcome visitors.
Aim:	This unit aims to develop the knowledge and skills required to meet and welcome visitors in a business environment. Upon completion of this unit, learners will be able to meet visitors in a business environment.

Learning outcome
The learner will: 1. Know how to meet visitors in a business environment
Assessment criteria
The learner can: 1.1 state an organisation's procedures for dealing with visitors 1.2 describe the standards of personal behaviour and presentation that an organisation should expect from staff that meet and welcome visitors 1.3 identify any organisational: a. health b. safety c. security requirements relevant to visitors 1.4 describe what to do and who to contact when problems with visitors arise.

Learning outcome
The learner will: 2. Be able to meet visitors in a business environment.
Assessment criteria
The learner can: 2.1 welcome visitors politely in accordance with organisational standards 2.2 confirm the identity of visitors and the reasons for their visit 2.3 check that any health, safety and security actions are carried out 2.4 record visitors' arrival and departure in accordance with organisational procedures 2.5 inform those who are being visited of the arrival of their visitor(s) in accordance with organisational standards 2.6 present a positive personal image in accordance with organisational standards.