



Receptionist and Frontline Office Skills QQI Level 5 5N1407 Assignment Brief

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Introduction

Hello and welcome to our Receptionist and Frontline Office Skills Programme, we are delighted that you have chosen to work with DCM Learning as you continue your education.

This course is at Level 5 of the National Framework of Qualifications. To receive an award at Level 5 you will be required to undertake self-directed learning after you complete the training course. This self-directed learning will typically include additional reading, research, self-reflection and preparation of your assessments.

This document contains important information about the assessment process and it is important that you read each part of the document carefully so you clearly understand what is required of you.

We hope your return to the learning experience is a positive one and we wish you every success in achieving your QQI Level 5 Certificate in Receptionist and Frontline Office Skills.

In addition to the information in this document, you should visit our [Guide to completing your Receptionist Assessments](#) page.

Course Requirements and Assessments

You are required to complete two pieces of work for your certificate. These are detailed below.

Ideally, your assignments should be relevant to your current or previous work environment and practical work-based examples should be given to support your work. If this is not possible you can use an organisation that you are familiar with, maybe through a volunteer role or a hypothetical organisation.

You will be provided with an MS Word template for each assignment, the first page of each template will be a cover sheet which you **MUST** complete in order to submit your assignment. The cover sheet will detail to the grader, who you are, and specify the assessment you are submitting. An assessment template is a helpful tool and we recommend you use it to make sure that you do not leave any sections out and lose marks.

Pay attention to the required word count for each section and do not go significantly under or over the required word count (10% above or below is ok).

Pay attention to the formatting of your document - it matters! Use paragraphs and put headings in bold. Change the vertical spacing on your document to 1.5 or 2.0 (YouTube has how-to videos) to make your assignment easier to read.

Before submitting your assignments you should use a spelling and grammar checker and get somebody else to proofread your work. It's much easier to spot mistakes in another person's writing, and you can lose marks for careless mistakes.

Your work should show evidence of relevant reading around each topic and it MUST be clearly referenced and include a bibliography.

Assessment 1: Portfolio/ Collection of Work (50% / 50 Marks)

This assignment has been designed to allow you to demonstrate your understanding of each topic in the table below and how it might apply to your real work as a receptionist.

Ideally, your assignment should be relevant to your current or previous work environment and practical work-based examples should be given to support your work.

If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.

Tasks		Required Word Count
Task 1	Role and Responsibilities of a Professional Receptionist	
5 Marks	A. Explain the role and responsibilities of a professional receptionist	300
5 Marks	B. Discuss why receptionists require effective communication skills	300
5 Marks	C. Choose two organisational contexts that may require a receptionist and discuss how the role of the receptionist may differ in each context	400
Task 2	Your Organisation	
2.5 Marks	A. Give a brief introduction to the organisation that you have chosen to base your assignments on. Your introduction should include background information on the company and details of the products/services they offer.	250
10 Marks	B. Build an organisational chart that identifies the key personnel the Receptionist should be familiar with and list and describe other organisation information sources that are available to receptionists.	N/A
2.5 Marks	C. Describe the layout of the reception area including details of office equipment available. Your answer should note areas for improvement AND/OR areas that follow best practice. You may use a diagram to support your answer if you prefer.	250



Task 3	Legislation, Health and Safety	
10 Marks	<p>A. Receptionists are the first line person in Office Safety and Security - discuss.</p> <p>Your answer should make reference to the legislation that impacts the role of a receptionist and the policies relating to the legislation that all receptionists should be familiar with.</p>	500
10 Marks	<p>B. Following on from the question above, discuss why it is important to have policies and procedures around Visitor Management and outline the key areas that should be covered in these documents.</p> <p>Your answer should be based on your current or previous work environment. If you are not currently working within an organisation, then you may base your answer on an organisation with which you are familiar OR on a hypothetical organisation.</p>	500

Assessment 2: Skills Demonstration (50% / 50 Marks)

This assignment has been designed to allow you to demonstrate your understanding of each topic in the table below and how it might apply to your real work as a Receptionist.

Ideally, your assignment should be relevant to your current or previous work environment and practical work-based examples should be given to support your work.

If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.

Tasks		Required Word Count
<p>Task 1 (15 Marks)</p>	<p>Professional Receptionist Skills</p> <p>Read and familiarise yourself with Scenario A outlined below and prepare a sample script that could be used to handle the situation.</p> <p>Your answer should address the following points: -</p> <ul style="list-style-type: none"> ● Creating a Professional Image ● Identifying the customer's needs ● Efficient and Professional Handling of Challenging Situations ● Providing Solutions and Follow up ● Overall Professional Communication Skills <p>Your answer may be presented as a video of two people role-playing the scenario OR in written form.</p>	<p>N/A</p>
<p>Task 2 (15 Marks)</p>	<p>Confidentiality</p> <p>Read and familiarise yourself with Scenario B outlined below and answer the following questions: -</p> <ol style="list-style-type: none"> 1. Highlight what was done correctly? 2. Highlight what could be potential problems regarding confidentiality and why? 3. What action should be taken to rectify the confidentiality issue and ensure it doesn't happen again? 	<p>N/A</p>



Task 3 (20 Marks)	In-tray/E-Tray Exercise Please read the In-tray/E-tray scenario C outlined below. This details a number of items on your desk marked for your attention. These appear in a variety of formats including emails, letters, reports, visitors and voice messages, just as you would experience in an office environment. You need to review each item and then use the template provided to record the following: <ul style="list-style-type: none">• The priority that you would assign for dealing with each item. Please use these 3 categories: high priority, medium priority, and low priority. When determining these, a balance needs to be struck between urgent tasks (that need to be completed as soon as possible) and important tasks (that have a high impact on the business).• Why you have chosen the priority for the item.• A detailed description of how you would deal with the item, including any response if appropriate e.g. phone call; email; letter;	N/A
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Scenario A: Handling Difficult Situations

You are working as a receptionist on the front desk of a busy, leading legal practice in the City Centre.

A new client has just called and asked to speak with one of the Managing Partners, John Conlon. As part of your role, you help to manage John's calendar and you know that he is travelling to the UK this morning and cannot take calls at the moment.

The phone line is not great so the client is hard to understand and now the client is clearly very upset and is requesting an appointment with John as soon as possible. As a new client, he also asks you to confirm the price of the consultation.

When you check John's calendar for availability he has no available appointments for 2 weeks. The cost of the solicitor's time is very expensive and when you explain this to the client he is unhappy with the cost and having to wait for 2 weeks.

Scenario B: Medical Front Desk Scenario

Every 6 weeks, on a Saturday, the medical practice holds a vasectomy clinic. Normal Saturday morning surgery continues as usual.

Patients for both clinics come along and book in at reception and take a seat in the waiting room altogether. No one is aware that there are two clinics going on at the same time. Nothing is advertised to say that there is a vasectomy clinic taking place that morning.

The Practice does its utmost to ensure that all patients have privacy and confidentiality.

The team running the vasectomy clinic work all day and mid-morning order sandwiches from the local sandwich bar. The sandwich bar delivers the order which saves someone having to go and collect the order. This has been the system for the past few years and has never presented itself with any problems until:

1. The Receptionist places the usual order for sandwiches for the vasectomy clinic being held that day – she uses the back office telephone so no one can hear her in the waiting room.
2. The person taking the order at the sandwich bar asks the receptionist “is that for the vasectomy clinic?” the receptionist confirms that it is.
3. When the lady arrives with the sandwiches she goes up to the reception desk and says “ I have an order here for the vasectomy clinic”.
4. The Receptionist thanks her and phones through from the front desk to the nurse in the clinic to come through and collect the sandwiches.

Scenario C: In-tray/E-Tray Exercise

You have recently been appointed as one of the Receptionists of a busy reception desk, in the main office of a large organisation. You work on a team of 2 and together you are both responsible for managing the reception area and providing admin support to the rest of the team.

You have been shadowing your new colleague, Anne, for the past week to learn about the operational requirements of your role for the organisation. Your direct manager is called Umar. Umar's role is to ensure the smooth running of the main office and offer you support and guidance when needed.

During the interview, you were identified as an individual with strong interpersonal skills and a desire to succeed. Here is a list of your responsibilities taken from your Job Description: -

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep an inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying and faxing

Today is Monday 6th August and it is your first day on your own because Anne is on Annual Leave today. When you arrived at the reception desk there were a number of items that needed your attention. These are detailed below.

Once you have read the details of each item you need to use the tables provided to: -

- Give each item a priority
- Explain your reasoning for the priority you have given the item
- Say what method you would use to respond (if a response is required)
- Describe what actions you would take to handle the item including any response if required (e.g. email; letter; voicemail; etc.)

Item 1: Social Event Email

From: Gabriel

Sent: 6 August @ 9.55PM

To: Receptionist

Subject: Community Projects and Social Events

Hi Receptionist,

The meeting we previously arranged needs to be moved to 9 August @ 11am - 12 noon.

The topics to be discussed are as follows: -

- Input on the local community projects our department would like to get involved with.
- Arrangements for the Summer Ball - possible venues and locations

Can you make sure all the arrangements are in place and update the rest of the team?

Regards

Gabriel

Item 2: Client Call

You receive a phone call from a client who has asked to be transferred to Julie Fahy who is unavailable. You offer to take a message but whilst the client is giving you this message a visitor has arrived and is standing outside in the rain waiting for you to answer the intercom system to let them into the building.

Item 3: Reminder Email

To: All Staff Members
Sent: 6 August 7.30AM
Subject: Health & Safety Audit
Location: Main Office
Start: 11 August @ 9AM
Finish: 11 August @ 5PM

Hi All,

Just a reminder that we will be having a Health & Safety Audit in the building on the 11th of August.

I have confirmation that everyone is up-to-date with the Health & Safety training and regulations but if you have any questions, please do not hesitate to ask prior to the visit.

Can you please make sure that during the audit your desk is presentable and all files are organised appropriately? This needs to be done as a matter of urgency as we don't want the company's reputation to suffer.

Many Thanks,

Item 4: Voicemail

“Hi Receptionist, can you organise the team get together on the 15th August and arrange a meeting room to be scheduled.”

A message left by Umar on the 6th of August.

Item 5: Visitor to Reception

While you are on the phone with the client asking to speak to Julie Fahy, someone arrives at the door and presses the buzzer to request entry. You can see through the glass that it is a delivery driver with a stack of water bottles to replace in the office water coolers.

Item 6: Manager Email

To: Reception Desk

Sent: 6 August 1:30pm

Subject: Travel Arrangements for Julie

Reception,

Julie Fahy has an urgent meeting to attend in Manchester tomorrow morning. She will need a flight to make her meeting by 11 am and a hotel for the night.

Please make the travel arrangements and forward the details directly to Julie and CC' me in the email.

Many Thanks,

Umar

Item 7: Client Email

From: Jane Doyle

Sent: 3 August @ 5.45PM

To: Receptionist

Subject: My Account

Dear Receptionist,

I called last week and was notified by one of your colleagues that Mary, who was my main contact for your company has left. I understand that you may be my new contact for all future account enquiries. I would appreciate it if you could contact me at your earliest convenience to discuss the impact of this change as I have some concerns:

- I am a little disappointed that I was not informed of this change prior to my phone call.
- I recently requested an up-to-date breakdown of money owed on my account and I have yet to receive it.
-

I would appreciate it if you could get these requests looked at.

Yours sincerely,

Jane Doyle

Marking Guide

50 – 64 %	Pass	Show that you've learned and understood the course material.
65 – 79 %	Merit	Have learned the course material and show that you can apply that knowledge to real-world situations (use practical examples).
80 – 100%	Distinction	Show a deep understanding of the course material and how to apply it. Show evidence of having carried out additional reading, being able to show the pros and cons of the course materials and associated theories and offer alternatives based on solid research.

Bibliography & References

Whenever you mention another author's work in your assignment, you should credit that author in a Bibliography & Reference section. This is a list of books, research papers or websites you've referred to in your assignment. The purpose of referencing is to give the reader enough information to find the source material. The method you use to reference should be consistent; see the links below for referencing methods. Make sure to highlight in the body of your assignment when you do this so that the examiner knows you're not copying another author's work without crediting them.

For example, in the body of your project, your text might look something like this:

"Kirkpatrick (1) developed a four-level model for evaluating training, which was challenged and refined by Kaufman (2)."


References:

1. Kirkpatrick, D., & Kirkpatrick, J. 2006. *Evaluating Training Programs: The Four Levels*. Berrett- Koehler Publishers.
2. Kaufman, R., & Keller, J. M. (1994). *Levels of evaluation: beyond Kirkpatrick*. *Human Resource Development Quarterly*, 5(4), 371-380.

Online Referencing Tools:

<https://www.citethisforme.com/harvard-referencing>

<https://www.easybib.com/mla8/source>

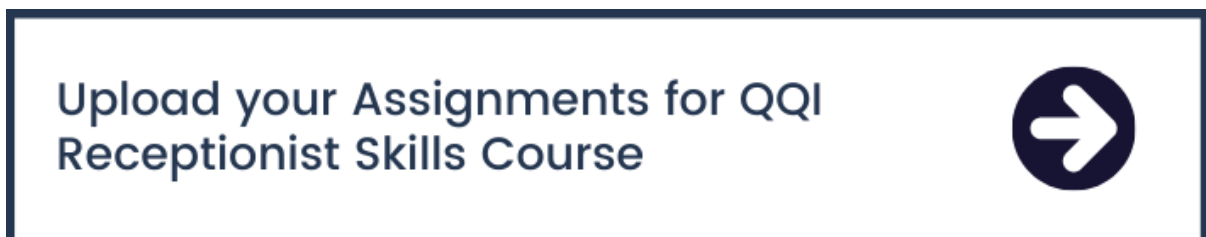
<http://scholar.google.com> (search for the book/paper and click  the icon)

Submitting your Assignment

IT IS ESSENTIAL THAT YOU FOLLOW THESE GUIDELINES WHEN YOU ARE SUBMITTING YOUR WORK

1. You must submit 1 document for your assignment and 1 document for the demonstration of your skills.
2. Each file must include a signed cover sheet confirming the assignment is your own original work. This sheet will be on the first page of each assignment template.
3. Your name should be on each page (in the header) and each page should be numbered.
4. All files should be saved as PDFs before they are submitted. Files must be named as follows: -
 - a. DCM Learning Reception and Frontline Office Skills - 5N1407- Portfolio/ Collection of Work - YOUR NAME.pdf
 - b. DCM Learning Reception and Frontline Office Skills - 5N1407- Skills Demo - YOUR NAME.pdf
5. You must respect the word count guidelines
 - a. Portfolio Collection of Work: 2,500 Words plus/minus 10%
 - b. Skills Demo: N/A
6. Any information that you source from another writer **MUST** be referenced in your bibliography. (NOTE: Your bibliography is not included in your word count)
7. You must avoid plagiarism. Plagiarised work will not receive a mark.
8. **All work must be submitted on or before the date advised in your enrollment**
9. If you need an extension you must complete our extension request form
[Click this link to request an extension now](#)
10. [Click here if you need help completing the extension request form](#)

Once your assignments are ready click the button below to submit them for grading:



If you need help to complete our submission form visit [HERE](#).