



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

RECEPTION AND TELEPHONE SKILLS

This skills programme provides the learner with the knowledge, skills, attitudes and values to effectively process incoming and outgoing telephone calls and to monitor and control the reception area. Specific attention will be given to telephone etiquette.



Unit Standard
Aligned



SETA
Accredited



Outcomes
Based

Designed and developed by Pro-Active College, this skills programme is aligned to the unit standards:

PROCESS INCOMING AND OUTGOING TELEPHONE CALLS
(US: 7790)

NQF Level 3
3 Credits

MONITOR AND CONTROL RECEPTION AREA
(US: 13928)

NQF Level 3
4 Credits

TARGET GROUP

This skills programme is designed for the public and private sector and is aimed at:

- all individuals who need to process incoming and outgoing telephone calls and manage the reception area.

BENEFITS

The benefits of this programme include:

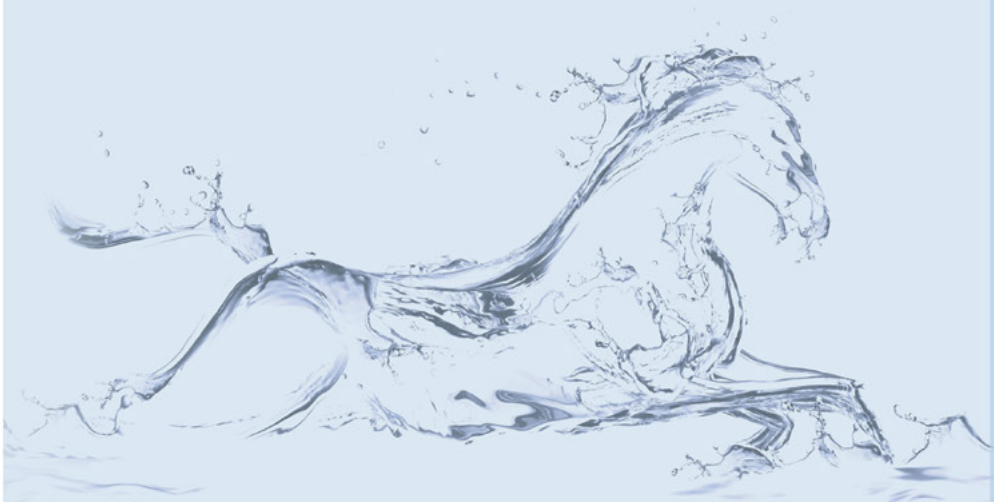
- professional telephone etiquette;
- improved competence to monitor and maintain a clean and safe reception area; and
- the ability to monitor and implement security procedures in the reception area.

ABOUT US

Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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ENTRY REQUIREMENTS

The credit calculation in the relevant unit standards is based on the assumption that learners are competent in:

- communication (NQF level 2).

DURATION

Two day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in these unit standards the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

This assessment consists of workplace assignments and questions. This must be the learners' own individual work.

Programme Outcomes

On completion of this skills programme, learners will be able to:

- process incoming and outgoing telephone calls;
- monitor and control reception area;
- monitor the maintenance and presentation of reception area as per organisational standards; and
- control the monitoring and maintenance of stationery levels.

Programme Outline

Learning Unit One

Process Incoming and Outgoing Telephone Calls

- The business telephone
- Giving information
- Ways of finding telephone numbers
- Private telephones versus switchboards
- Standard telephone etiquette: the do's and the don'ts
- Voice and body language
- Call holding
- Making external calls
- Making internal calls
- Completing calls
- Emergency situations
- Abusive callers
- Dealing with telephonic complaints
- New telephone systems

Learning Unit Two

Monitor and Control Reception Area

- The receptionist
- Monitoring the maintenance of a safe and clean reception area
- Monitoring presentation of the reception area
- Monitoring security procedures in the reception area