

Unit C31 Provide a centre reception service

Introduction

Summary

This unit is about providing a reception service for a sport and recreation facility. Candidates must be able to deal with customers face-to-face and by telephone. The unit covers dealing with customers and visitors who are:

- adults
- children and young people
- people with particular needs

You should be able to deal with:

- individual bookings
- block bookings
- club bookings

The unit is divided into three parts. The first part (page 2) gives some examples and explanations of some words we use in the unit. The second part (pages 3-4) describes the two things you have to do. These are:

C31.1 Welcome customers and visitors

C31.2 Enrol customers and take bookings

The third part (page 5) describes the knowledge and understanding you must have.

Target Group

This unit is for people who provide a reception service in sport and recreation facilities.

Linked Units

This unit links closely with C32 and C34.

Place in the NVQ/SVQ Framework

This unit is an option in the level 2 Operational Services NVQ/SVQ.

Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

Communication 2.1a, 2.1b, 2.2, 2.3

Application of Number 1.1, 1.2, 1.3

Information Technology 1.1, 1.2

Working with Others 2.1, 2.2, 2.3

Problem Solving 2.1, 2.2, 2.3

and the following SQA Core Skills:

Communication Intermediate 1

Numeracy Access 3

Using Information Technology Access 3

Working with Others Intermediate 1

Problem Solving Intermediate 1

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What We Mean By Some of the Words Used in this unit

Appropriate colleague	<i>the person the visitor has come to see or someone who will accompany the visitor or customer</i>
Customer	<i>a person who is using the services provided by the facility</i>
Entry and security procedures	<i>your organisation's procedures for allowing people into the facility; this will include, for example, charging customers and signing in visitors</i>
Mobility and access	<i>this would cover, for example, people who cannot walk well, people in wheelchairs, or people who need other kinds of special arrangements to enter the facility and take part in activities</i>
Particular needs	<i>people with disabilities or medical conditions that mean they require special attention</i>
Responsible member of staff	<i>usually the line manager or supervisor; it may also be the person responsible for the particular area or service</i>
Services	<i>for example, activities or rooms for parties and other events</i>
Storage system	<i>the information system in the facility; this may be paper-based or computer-based</i>
Visitor	<i>an authorised person coming to the facility on business or to visit a member of staff</i>

C31.1

Welcome customers and visitors

The National Standard

What you must do

To meet the national standard, you must:

1. greet your **customers and visitors** promptly, treating them politely and making them feel welcome in the facility
2. explain to **customers and visitors** the reasons for any delay in dealing with them, and come back to them as quickly as possible
3. find out what your **customers and visitors** would like and any **individual needs** they may have
4. clearly provide them with requested information and other information which may be useful to them
5. when necessary, tell the appropriate colleague about the **customers' and visitors'** arrival and their **individual needs**
6. follow the correct entry and security procedures for the type of **customers and visitors** involved
7. politely explain any reasons why **customers and visitors** cannot enter and negotiate an alternative arrangement
8. promptly refer any issues which you cannot deal with personally to the responsible colleague

What you must cover

From your work you must show that you have welcomed at least two of the following types of:

a customer and visitor

- 1 adults
- 2 children and young people
- 3 people with particular needs

and dealt correctly with one of the following types of:

b individual need

- 1 mobility and access
- 2 medical conditions that are relevant to their planned activity
- 3 child care

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

Enrol customers and take bookings

The National Standard

What you must do

To meet the national standard, you must:

1. make sure that there are available services for the enrolments and **bookings** which you take
2. clearly tell the **customer** about available services and any waiting list arrangements
3. help the **customer** to provide the necessary information and check that it is complete and correct
4. confirm all the aspects of the **booking** or enrolment with the customer
5. make sure that all charges and the handling of payments follows organisational procedures
6. transfer the information to the correct **storage system** completely and accurately
7. make sure that registers are up-to-date, complete and accurate

What you must cover

From your work you must show that you have taken at least two of the following types of:

a **booking**

- 1 block booking
- 2 individual booking
- 3 club booking

for at least two of the following types of:

b **customer**

- 1 adults
- 2 children and young people
- 3 people with particular needs

using at least one of the following types of:

c **storage system**

- 1 computerised
- 2 paper-based

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

What you must know and understand

To be competent in this unit, you must know and understand the following

For C31.1 Welcome customers and visitors

- K1 why customer care is important
- K2 the types of visitors and customers who come to the facility and why
- K3 how to greet and welcome customers and visitors
- K4 the importance of explaining any delay in dealing with customers and how to do so politely
- K5 the types of information which customers and visitors usually need and how to respond to such requests according to organisational procedures
- K6 when colleagues need to be told about customers and visitors and why this is important
- K7 why it is important to deal with customers' and visitors' individual needs
- K8 the correct entry and security procedures for the facility and why it is important to follow these
- K9 why it is important to be polite when refusing entry and to try to make alternative arrangements for the customer or visitor
- K10 what types of issues may need to be referred to a responsible colleague and who this colleague may be according to different situations

For C31.2 Enrol customers and take bookings

- K11 the booking and enrolment system for the facility
- K12 the importance of checking that services are available for enrolments and bookings and what may happen if you do not do this
- K13 how to check the availability of services
- K14 how to help the customer to provide the necessary information and the importance of checking this thoroughly
- K15 the procedures for making charges for services in the facility and handling payments
- K16 how to use the information storage system in the facility and the importance of doing so properly
- K17 how to complete the appropriate registers