Open Awards Qualification Unit

This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Welcoming Visitors
Unit Reference Number:	Y/615/8650
Level:	Level 1
Credit Value:	2
Minimum GLH:	18

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to welcome visitors in a positive way	1.1 Welcome visitors and establish the purpose for their visit
	1.2 Follow organisational procedures for receiving visitors
	1.3 Answer routine questions
	1.4 Make visitors feel welcome during any period of waiting
	1.5 Use appropriate tone and language, including body language, when dealing with visitors
2. Know why it is important to an organisation that visitors are made welcome	2.1 State how treating visitors politely and in a positive way benefits the organisation

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