



MONITOR AND CONTROL THE RECEPTION AREA (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Monitor and control the reception area
Unit Standard ID:	13928
NQF Level:	3
Credit Value:	4

INTRODUCTION

This learning programme is intended for all persons who are working in an administrative capacity and need to monitor and control the reception area.

Learners will be well positioned to extend their learning and practice into other areas in the business environment, or to strive towards professional standards and practice at higher levels.

The qualifying learner is capable of monitoring the:

- maintenance of a clean and safe reception area as per organisational standards
- presentation of the reception area
- implementation of security procedures in the reception area

COURSE CONTENT

Monitor the Maintenance of the Reception Area

- Monitoring and Controlling Staff
- Implementation of housekeeping standards, according to:
 - The Occupational and Safety Act
 - Organisational Procedures / Workplace Policy
- Housekeeping operations are maintained
- Areas not meeting the required standards
- Actions and procedures required to rectify substandard areas

Monitor the Presentation of the Reception Area

- Presentation of reception area, according to:
- Areas of non-conformance
- Remedial actions
- Communicate areas of improvement

Monitor the Implementation of Security Procedures in Reception Area

- Brief staff on security procedures, according to:
 - Security procedures
 - Policies and procedures
- Visitors' cards and permits
- Firearm procedures
- Discrepancies and problems

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.



Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*

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