



Carrying out a range of general reception duties

Making phone calls

Make a minimum of four phone calls.

Examples:

1. Make a phone call to request information about the cost of a service, e.g. Broadband from Eircom, electricity from Electric Ireland, gas from Bord Gais, etc..
2. Make a phone call to request information about posting a parcel that is 2 kg in weight, through An Post.
3. Make a phone call to request information about the exact location of a hotel for a company conference.
4. Make a phone call to follow up on an outstanding invoice.

Answering phone calls

Answer a minimum of four phone calls and deal appropriately with the queries posed by the caller.

Examples:

1. Answer a query about a company product / service.
2. Answer a query about the location of the company and the closest parking.
3. Answer a call and put through to the correct person.
4. Answer a call and take a message.

Receiving visitors

Receive a minimum of four visitors to reception and dealing with their queries appropriately.

- Communicate appropriately with people in contact with reception
- Note messages clearly and concisely and reporting these messages to the relevant person

Examples:

1. Show a visitor around.
2. Take a visitor to the correct person / department.
3. Give information about the company to a visitor.
4. Take a message from a visitor and pass on to the relevant person.



Practising confidentiality

Examples of information that must be kept confidential:

(This applies to staff, employers, employees, clients and other people whose information is kept in the office)

- Personal information, e.g. PPS number, home address, telephone number, e-mail address, date of birth, age, marital status, current contact details of family, guardians, personal care issues, other personal information
- Job applications and associated documents, e.g. job application forms, CVs, interview notes, employment history, employment assessments, background checks, reference checks
- Medical history and disability information, e.g. claims information, medical exam information, workers' compensation records, doctor's notes, drug test results or physical results
- Healthcare information
- Immigration information
- Any discussions that take place, e.g. employee relations issues, disciplinary actions, impending layoffs, terminations, workplace investigations, etc.
- "Trade secrets" (information that's not generally known to the public), e.g. manufacturing processes and methods, business plans, financial data, budgets and forecasts, computer programs and data compilation, client/customer lists, ingredient formulas and recipes, membership or employee lists, supplier lists, etc.
- Financial information, e.g. bank details, salaries, pay increases and bonuses, pay changes, benefits information, insurance claims
- Payroll information, e.g. time cards/sheets, work schedules, salary slips, direct deposit forms, tax forms
- Employee attendance, e.g. dates and reasons for absence, time off, leave forms
- Assessments or reports
- Investigation records, e.g. complaints of harassment, discrimination, retaliation, and threats, violations of rules or policies; conduct or disciplinary problems, performance issues, workplace injuries and illnesses, safety and security issues
- Witness statements and testimonies; records of interviews; meeting notes, written summaries of incidents with date, time, location, and individuals involved; written statements of complaints, and relevant letters, memos, and paperwork are all information related to investigations that should be kept confidential.
- Incoming or outgoing personal correspondence

Examples of keeping information confidential:

- Confidential information must be locked away and secured.
- Do not discuss personal information about others.
- Keep yourself informed of all laws and regulations regarding the handling of personal information.
- Keep written information in a safe place.
- Follow the guidelines as set out by your employer.
- Don't share information with people who don't need it.
- Personal information should not be left lying around for others to see.
- Don't gossip.
- Assign security codes to computerised records.
- When talking about confidential information on the phone, ensure others cannot overhear your conversation.
- Never post any work-related information on your social media sites.
- Shred all confidential information that is no longer required.
- If you have to send confidential information by post, use registered post.
- Be careful about sending files over the Internet.
- Use secure passwords for confidential information on the computer.
- Keep confidential information organised. This will ensure you take good care of the information.
- Make rational and moral decisions whenever you're in a situation where confidentiality is important.
- Be vigilant about confidentiality so that you are less likely to make mistakes.



Preparing a range of documentation for distribution

Using a photocopier

- Photocopy back to back documentation
- Reduce the size of the data on the page being photocopied
- Enlarge the size of the data on the page being photocopied
- Collate the documentation in the correct order
- Bind the documentation in an appropriate manner
- Staple the documentation in an appropriate manner

Suggestion: Use the next two pages. (Print these for the students)

1. Photocopy them back to back. Include with your portfolio and label.
2. Reduce the size of both pages and print onto one page. Include with your portfolio and label.
3. Enlarge the size of the 1st page and print one page. Include with your portfolio and label.
4. Print the two pages, normal size, three times each. Use the photocopier to collate, bind and staple the copies. Include with your portfolio and label. (If the photocopier cannot collate/bind/staple, do this manually)



Photocopy Page 1

AGENDA

Team Meeting

Date: 10th March

Place: Room 7

Objectives:

- Review purpose of team
- Adopt ground rules for collaborative planning
- Identify challenges to goal/vision
- Plan next steps
- Evaluate meeting

9:00 Welcome, review agenda and confirm next meeting time and place

9:15 Review purpose of team

9:30 Review, revise and adopt ground rules for meetings

10:45 Identify challenges to the goal/vision and strategies for addressing challenges

12:45 Plan next steps: roles for next meeting; objectives for next meeting: discuss training of trainers, selection of coaches and demonstration sites, etc.

1:00 Discuss meeting evaluation

Light Lunch (See Menu for The Snack Bar)



The Snack Bar



MENU

SOUPS

- Tomato 'n' Basil (with garlic croutons)
- Cream of Mushroom
- Fresh Veg Soup (a flavourful clear soup)

BETWEEN THE BREAD

(Choice of sandwiches, grilled, toasted or plain, served with French fries and salad)

- Veg. sandwich (sliced vegetables with peppers and mayonnaise) €12.00
- Chicken sandwich (marinated chicken with peppers and mayonnaise) €15.00
- Veg. Club sandwich (triple decker sandwich with cheese & salad) €15.00
- Non-Veg Club sandwich (triple decker sandwich with chicken, ham, and cheese) €17.00

BURGERS

- Veg. burger (served with French fries & salad) €12.00
- Chicken burger (served with French fries & salad) €15.00
- French fries €5.00

PASTA

(Choice of penne, spaghetti, fusilli)

- Pasta Alfredo (pasta in thick cream & parmesan with mushroom & veg) €15.00
- Pasta Carbonara (pasta cooked with bacon and eggs in cream sauce) €20.00
- Pasta Pesto (fresh herbs, spinach & parmesan sautéed to a creamy perfection) €17.00
- Pasta Pomodoro (fresh tomato sauce, cheese, basil and oregano) €18.00

PIZZA

- Margherita (a classic cheese pizza) €12.00
- Spicy veggie (tomatoes, crispy onions, green chillies and cheese) €15.00
- Pepperoni pizza (sprinkled with our jalapeno powder and parmesan) €15.00
- BBQ chicken pizza (with grilled chicken, red onion and hot chili) €15.00
- Cheese and tomato pizza (with goat cheese & sun-dried tomato) €15

SALADS

- Italian Salad €12.00
- Garden Salad €8.00
- Caesar Salad €12.00



The Snack Bar



Communicating appropriately

Communication is the act of transferring information from one place to another. It may be vocally (using voice), written (using printed or digital media such as books, magazines, websites or emails), visually (using logos, maps, charts or graphs) or non-verbally (using body language, gestures and the tone and pitch of voice).

Here are some general ideas for communicating effectively in the office:

- Use appropriate language.
- Do not gossip about others in the work place.
- Use positive language when dealing with clients and colleagues.
- Always communicate in a respectful manner.
- Keep emails or letters business like and formal.
- Use nonverbal communication when speaking or listening to another person.
- Listen to others to hear what they are saying and respond appropriately.
- Don't show negative body language.
- Do not interrupt the other person when they are speaking.
- Think before you speak.
- Be neutral; don't be defensive.
- Always try to stick to the topic of discussion.
- Be confident in yourself.
- Be open to receiving feedback.
- Use the right communication method.
- Always shake hands firmly.
- Deal with queries efficiently.
- Take accurate and concise messages.
- Learn to listen properly.
- Empathise.
- Make other people feel welcome, wanted, valued and appreciated.
- Use humour, when appropriate.
- Be aware of the nonverbal signals you are sending.
- Treat people equally.
- Maintain a positive attitude and smile.
- Have good posture.
- Be an effective team member.



Health and safety procedures in an office

Here are some ideas for following health and safety procedures:

Ergonomics

- All chairs should be adjustable for height and tilt and where possible, have adjustable armrests.
- When sitting down for long periods, care should be taken to adopt a relaxed but upright posture.
- Don't sit in the same position for too long.
- Equipment should always be arranged so that minimal stretching or reaching is required.
- Frequently used equipment such as a telephone or a keyboard should be within elbow reach.
- Make sure you have enough workspace for the documents or other equipment you need.
- Your lower back should be supported and your feet should be able to rest flat on the floor.
- The work area should have enough free space to allow people to get to and from workstations and to move within the room, with ease.

Lighting

- Local lighting should be made available for doing specific tasks.
- Arrange your desk to avoid glare or bright reflections on the screen.
- Adjust any curtains or blinds to prevent unwanted light.
- There must be sufficient light so that tasks can be undertaken without risks.

Floor

- Make sure that there is enough room under the desk to move your legs freely - move any obstacles, such as boxes and equipment out of the way.

Eyesight

- Take frequent breaks from looking at the computer.
- To minimise strain, avoid positioning monitors opposite open windows, or be sure to always close shades or blinds.



Posture

- Take breaks to avoid the hazards of sitting too long and in one position.
- Exercise frequently to avoid muscular fatigue. Neck circles, shoulder raises, flexing of arms and legs, rotation of ankles and wrists, and stretching of all the fingers are all common exercises that can prove beneficial. These exercises can be done quite easily at the desk, and take only a few minutes.

Electricity

- Make sure that electrical sockets are not overloaded.
- Check that all electrical equipment is in good repair.
- Use all electrical appliances correctly and follow the manufacturer's instructions.
- Ensure all cords are properly secured and covered.
- Always check electrical equipment visually before use and report faulty or damaged equipment; do not attempt to use it.
- Do not try to repair faulty equipment.
- Never use electrical equipment in damp surroundings unless you know that it is suitable for that purpose.
- Switch off electrical appliances when not in use.

Fire

- Take part in fire drills.
- Know where fire points and emergency exits are located.
- Know what procedures to follow if there is a fire.

Emergencies

- Be aware of procedures to follow in the case of an emergency.
- Be aware of the emergency numbers to call.
- Keep all emergency exits, stairs and walkways clear of any obstruction.

Ventilation

- The work space must have adequate ventilation.
- Workplaces need to have an adequate supply of fresh air.
- In most cases suitable ventilation can be achieved by opening windows and doors.

Slips, trips and falls

- Ensure that there are no obstructions, e.g. trailing cables, that could be a tripping hazard.
- Do clean all spills.
- Boxes, files and various items piled in walkways can create a tripping hazard.



Chemicals

- Handle all chemicals safely.
- Have an awareness of health and safety signs and symbols.
- Always wear the supplied PPE if necessary for the task.
- Always work in a safe and professional manner.
- DO NOT USE any hazardous substance for anything other than its intended use.
- All substances that have the potential to cause harm to health must be stored safely and securely.

Reporting hazards

- Report any hazards immediately to your tutor.

Furniture

- Filing cabinets should be loaded from the bottom up to maintain stability.
- Never leave more than one drawer out.
- Close drawers when not in use as the corners are sharp.
- Do not overload shelves.
- Avoid storing heavy items on higher shelves as they may fall from it.
- Never stand on chairs or desks when reaching for height. Always use a step stool or an appropriate stepladder.
- Always put office equipment away immediately after use.
- Defects such as broken chairs, faulty drawers, trailing cables etc. should be reported immediately to your tutor.

Manual handling (Lifting)

- Do not carry loads such that the weight may be dangerous or vision obscured.
- Where manual handling activities cannot be avoided they must be assessed to reduce risk.
- Use correct manual handling procedures.
- Assess the lift and decide if help is needed.
- Obtain a firm grip on the load (use gloves if necessary).
- Bend at the knees not from the waist.
- Use your legs not your back to thrust upwards; keep the load near to your body.
- Do not twist your spine when lifting or carrying loads.

Tidy work space

- Ensure that your work area is kept tidy at all times;
- Ensure that waste materials are properly stored and are removed on a regular basis



Temperature

- Work in a reasonably comfortable temperature.
- Keep the right temperature throughout by using heating, cooling systems, ventilation, or fans.

Noise

- Noise should not be a nuisance or distraction.
- Where possible, keep noisier machines, e.g. large copy machines, out of the general office area.