

# Customer First: Reception

## Professional Skills

Show us that you know how to manage and supervise customer centric reception services and environment in accordance with legislation and workplace requirements.

Level **4**  
Credits **10**  
\$199 NZD (GST incl.)

## Assessment

You are required to submit evidence of the following:

Manage and supervise customer centric reception services and environment specific to and in accordance with workplace and legislative requirements.  
Evaluate own role, responsibilities and stakeholder interactions as a receptionist in the workplace.

All work for this EduBit must be your own.

## Instructions

Note 1. Throughout this EduBit you will need to keep in mind the definition of customer centric: "A focus on creating a positive experience for the customer AND ensuring that YOUR customer is at the centre of your workplace philosophy, operations or ideas". [www.investopedia.com/terms/c/client-centric.asp](http://www.investopedia.com/terms/c/client-centric.asp)

Note 2. In Task 1 and 2, all evidence provided must align with and be in accordance your workplace and legislative requirements.

Note 3. Videos must not be longer than two (2) minutes. Download the Video Guidelines from the Resources section below. Always open your video link and watch to check it works and can be opened when you submit this as evidence.

Note 4. Attestation form must be completed by the Attester, including signing, dating and feedback. "Manager" is the term used for direct line manager/supervisor/or equivalent. You will need to download the Attestation Form from the Resources section below and upload the completed document to the Attestation Form(s) tab on the website.

Note 5. Task 2 requires you to evaluate your role, responsibilities and stakeholder interactions. Evaluation is where you make a judgement about what you do as a receptionist; your strengths and weaknesses and identify future opportunities for improvement.

## Learning Recommendations

How to Create a Customer Centric Strategy for your Business

[www.superoffice.com/blog/how-to-create-a-customer-centric-strategy/](http://www.superoffice.com/blog/how-to-create-a-customer-centric-strategy/)

The 7 Pillars of Customer Centricity

[www.ama.org/publications/eNewsletters/MarketingInsightsNewsletter/Pages/7-pillars-of-customer-centricity.aspx](http://www.ama.org/publications/eNewsletters/MarketingInsightsNewsletter/Pages/7-pillars-of-customer-centricity.aspx)

## Tasks

Proof of Identity

Please include a scanned copy of photo identification (e.g. passport, drivers licence, work ID card).

Attestation Form(s)

An attestation is a declaration by a witness that the tasks and activities specified have been performed in their presence and that the evidence provided is true and correct. The Attestation form(s) relevant to this assessment is located in the Resources section above.

Please complete and scan a copy of the necessary form(s) then upload it here.

General Information

*Please provide the following information:*

What type of industry do you work in?

What is the name of your workplace?

How long have you been employed as a receptionist at your workplace?

Task 1: Manage and supervise customer centric reception services and environment specific to and in accordance with workplace and legislative requirements.

*You will need to:*

1.1. Provide copies of items that show your ability to manage and supervise customer centric reception services (one (1) item for each).

Please refer to:

Note 1. Defining customer centric services.

Note 2. Requirements for all Tasks.

Note 3. Video requirements.

1.2. Provide a two (2) minute video showing three (3) examples of how you created a customer centric reception environment and explain for each example:

What you did.

Why you did this.

Please refer to:

Note 1. Defining customer centric services.

Note 2. Requirements for all Tasks.

Note 3. Video requirements.

1.3. Provide a video of yourself explaining (using two (2) ideas for each):

How you manage your reception environment to ensure it is customer centric.

How you supervise your reception environment to ensure it is customer centric.

Please refer to:

Note 1. Defining customer centric services.

Note 2. Requirements for all Tasks.

Note 3. Video requirements.

1.4. Provide a completed copy of the Attestation Form from your manager verifying your ability to manage and supervise customer centric reception services and environment in accordance with legislation and workplace requirements.

Please refer to Note 4 Attestation Form requirements. Please upload your completed form to the correct Attestation Form tab in this EduBit.

Task 2: Evaluate own role, responsibilities and stakeholder interactions as a receptionist in the workplace.

*You will need to:*

2.1 Provide a copy of your receptionist job description.

This will need to identify your:

Role.

Responsibilities.

Stakeholder interaction expectations.

2.2 Evaluate three (3) of your responsibilities as a receptionist from the job description provided in Task 2.1.

You will need to include one (1) evaluative idea for each of:

What you do well.

What you could do better.

How you plan to improve.

Please refer to Note 5 regarding evaluation.

(Maximum 100 words).

2.3. Identify six (6) internal or external stakeholders you have interacted with as receptionist in your workplace over the last month.

You will need to identify their role and the organisation they are from or the reason for visiting.

Names of the stakeholders are not required.

Please refer to Note 5 regarding evaluation.

2.4. Evaluate your interactions with the six (6) stakeholders identified in Task 2.3.

For each evaluation you will need to include one (1) evaluative idea for:

What you do well.

What you could do better.

How you plan to improve.

Please refer to Note 5 regarding evaluation.

Maximum 100 words.