

EVIDENCE GATHERING FORM

EVIDENCE NO:	
DATE:	26Oct2018

DIRECT OBSERVATION
QUESTIONS
PRODUCT

REFLECTIVE ACCOUNT
WITNESS TESTIMONY

CANDIDATE NAME:	Olivia Candidate
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EVIDENCE - PROFESSIONAL DISCUSSION UNIT S210 – Provide Reception Services	Unit, Pls	KE
On 16 th October 2018, I sat with Olivia on reception and observed her work. Throughout the time I was at reception, Olivia promoted a positive image of herself and the organisation, she was polite to everyone who came to the reception area. She was smartly dressed and maintained a professional image at all times.	S210.1	
I witnessed Olivia providing all visitors with the information they required for access to the site, the health and safety video, the site information leaflet etc.. This included checking their identification.	S210.2	
Olivia did this discretely, maintaining confidentiality at all times. This also falls within the health and safety requirements of the site.	S210.4	
While at reception, Olivia is responsible for implementing the security button to allow people access to the building. She followed the site's policy regarding visitors at all times. She would allow access and then question accordingly, politely and was able to establish who everyone was and their reason for being at the site.	S210.3	
There was one occasion when Olivia was unable to answer a query on the telephone. She politely asked the caller to hold and referred the question to Katy, Olivia's mentor on the reception desk. Katy was able to answer the query and Olivia relayed that information to the person on the telephone, apologising for the delay.	S210.8	

ADDITIONAL EVIDENCE AND CLARIFICATION

<i>This might be used to record additional questions, or the candidate may use it to write an additional paragraph.</i>		
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COMMENTS/FEEDBACK TO CANDIDATE

(If witness testimony used please state who supplied testimony and relationship to candidate)

Witness Signature (<i>if applicable</i>):	N/A
Candidate Signature:	
Assessor Signature:	
Date:	