

Unit 250 – Meet and Welcome Visitors

As part of my role as a Business Support Administrator in Children's Services at ABCHouse I regularly meet visitors, welcome and escort them through the building. It is very important to act politely and appropriately to the visitor. It is important to be cheerful and happy so that the visitor/s will feel relaxed and they will gain a good overall impression of yourself, and the organisation I represent. They will also feel that the organisation is professional and welcoming. (250 P1, P6)

In Children's Services, we get a lot of different types of visitors, for example: members of the public, teachers, councillors, social workers etc. Visitors attend our department on a daily basis; they visit for many different reasons, for example: meeting with someone in the office, putting a document in to be signed, picking up or dropping off documents. Sometimes visitors are attending a meeting which may cause them distress, i.e. A disciplinary hearing. It is important to remain professional at all times. Before I go down to meet the visitor I would check their name and who they are here to see. It is also helpful to know what kind of meeting they will be attending, as if it were a disciplinary hearing then I would be aware that they could be angry or upset; this would give me an awareness prior to meeting them. At all times, I would try to ensure that my visitor's needs were met. (250 P1, P2, P4, K2, K7)

There is no direct disabled access to our office as the office is located upstairs, however, if a visitor needed disabled access in order to attending a meeting in ABCI would ensure that I booked a meeting room on the ground floor. There is a ramp up to the reception area, all of the meeting rooms on the ground floor are suitable for visitors with limited mobility. I therefore always ensure that I book the correct type of meeting room to meet the visitor's requirements. (250 K3)

When visitors arrive at ABC House they report to reception, and sign in via the visitor's book (shown on page 4). It is important to ensure visitors sign in so that they are accounted for, in the event of a fire or emergency. The reception staff would then contact our office to let us know whom the visitor is here to see. I would lock my computer, I would then go down to reception area promptly, with my fob and keys. I always carry these around my neck on a lanyard. ABC House has to be kept secure at all times, as there is a lot of important and confidential information in the building. Health, safety and security is very important within my organisation. It is my responsibility to ensure that I follow the XYZs policies and (doc ref 16, Doc ref 10). It is important to make sure, when visitors enter the building to escort them to the correct place so that people are not walking around on their own. When I greet visitors, I always welcome them with a smile, and clarify their name and who they were here to see. It is important to check who they are here to see, as it could lead to be taking the wrong person which would waste time and could make meetings run late and give an overall poor impression of the organisation. On the way up to our department I make general conversation with the visitor, this is usually about the

weather. I would then offer them a drink and take them to the meeting. I would point out the toilets to visitors. I would then inform the relevant person/s to let them know that the visitor had arrived. I let the visitor/visitors know where my desk is should they need anything whilst they are here. (250 P1, P2, P3, P4, P6, P7, P8, K1, K4)

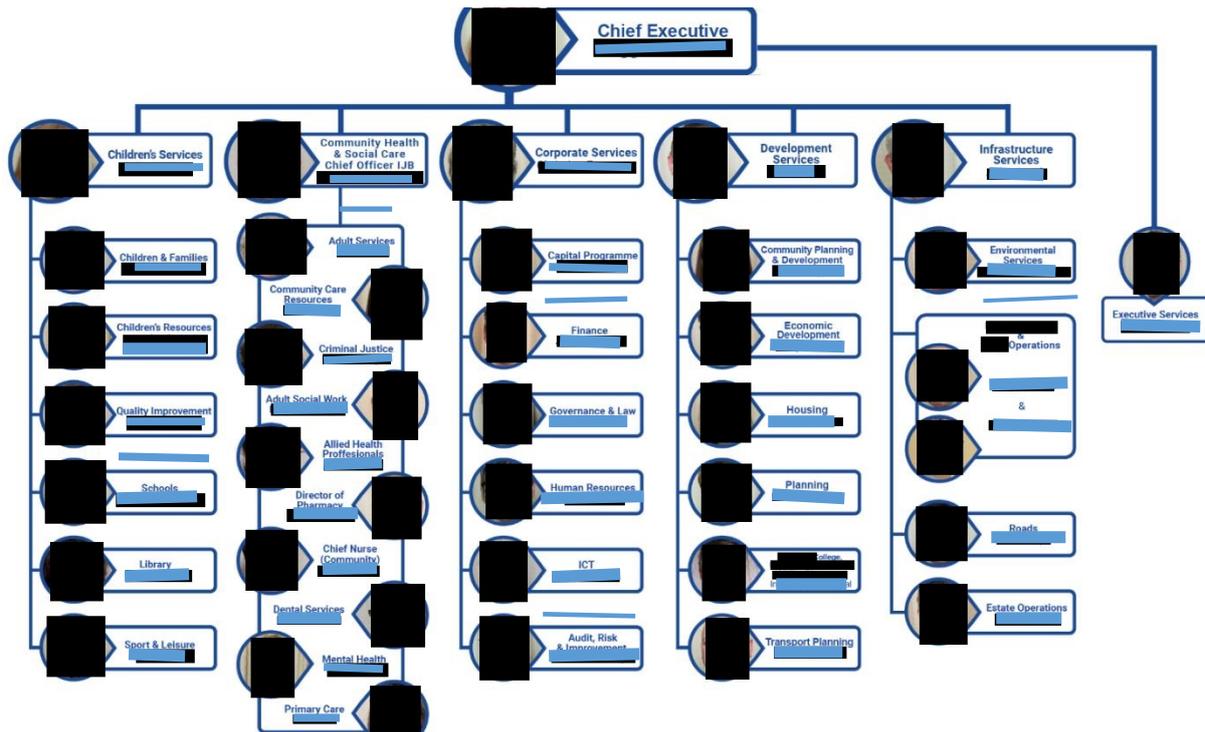
As I am one of the first people the visitor meet it is important to be professional at all times. I do not have a uniform, but I keep my appearance smart and presentable. This portrays a positive image of the organisation. I always make sure visitors are kept informed off any changes to meeting schedules, such as a meeting running late. Explaining to visitors the reasons for any delay in dealing with them, and keeping them informed of developments is important as it shows respect and consideration. It also ensures that they are aware of what is happening, and will save them getting annoyed. This reduces the chances

of them feeling undervalued. I ensure that I deal with every visitor as soon as I can, and respond to their needs promptly. (250 P5, P6)

Sometimes visitors/clients who can display challenging behaviour when they come into ABC House. This type of behaviour is often following an incident or an upset parent who come to Children's Services to complaint about something or someone. It is important to actively listen to them, it is equality important to show empathy, and remain impartial to the situation, I sometimes take notes whilst listening to them as this can be helpful, when passing on information to an appropriate member of the team. If the visitor gets abusive towards me, I would use the Health and Safety policy in the workplace to ensure that my safety was not jeopardised. Visitors who are distressed or showing negative behaviour should be moved on from reception promptly, I would usually find a quite space, or an empty meeting room where we could have a private conversation. If the person were very aggressive, I would ask for another member of my team to come downstairs to help me. I would also phone the police; I would not take an aggressive person to a meeting as this could put my safety at risk. I would calmly request that they calm down, so that I could try to help them. If this did not help reduce stress levels, I would ask for a member of Senior Management to deal with the situation. (250 P2, P7, P9, K4, K5, K6, K7)

In our office we have a management structure on the wall, this can be very helpful as it gives me information relating to the correct communication channels within the organisation. This helps me to direct visitors to the correct individuals promptly. (250 K5)

Please see below the XYZs management structure; K5



I ensure that I keep fire exits clear and visible. I always make sure that visitor have checked in the visitor's book. This is important, as in the event of a fire the reception staff would take this out to the muster area and the visitor would be accounted for. I ensure that the main door is always locked behind me, this will stop anyone from entering without permission. When maintenance staff such as plumbers/joiners come to fix things then I would check their staff badge, this is important for security and the correct person is coming in to the building. I act in a safe manner at my work at all times, ensuring my own and others health, safety, and welfare are kept to a high standard. (250 P7, K4)

Below is a photo of our reception area, this is where I would first meet visitors. (250 P1)



Below is photographs of our drinks facilities, when visitors have to wait I always offer them a beverage. P4, K2



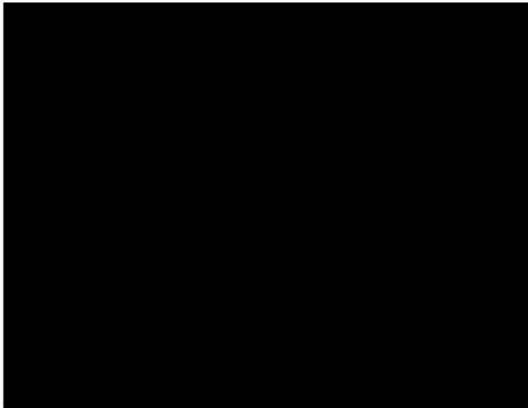
Below is a photograph of our waiting area upstairs which is located just outside our office. Myself and my colleagues always try to ensure this area is kept clean and tidy.



Below is a photo of my lanyard with my fob and keys which I keep around my neck. P7, K4



Please see below two policies that I follow when dealing with visitors. Doc ref 16 and doc Ref 10.



HEALTH, SAFETY & WELFARE POLICY

