

NVQ Front Office



City and Guilds Level 1 and 2 NVQ

Overview

The NVQ Front Office qualification aims to train students to become receptionists and administrators, focusing on developing workplace skills in ICT and customer service.

Aims

Develop experience of front office and reception duties.
Develop a good knowledge and understanding of customer service.

Grade Requirement

Students will need 5 A*-D grades at GCSE. Applicants' references will also need to indicate good punctuality, attendance and professionalism.

Complementary Subjects

The Front Office qualification is often studied by students who need to take a re-sit in either GCSE Mathematics or English.

Level 1

Customer Service

Working Environment

Information Processing

Data Entry

Level 2

Communications

Public Relations

Planning and Bookings

Document Preparation



National Vocational Qualifications (NVQ) are qualifications for work. To achieve an NVQ you need to show that you can work to the standards expected by employers in the industry. This means actually doing the job and knowing and understanding all the essential information that is needed to do the job well.

The ideal candidate would be a well presented person, who is motivated, enthusiastic and friendly, with an excellent attendance and punctuality record. The candidate would need to be able to communicate with people at different levels within the business and when dealing with customers and visitors.

Level 1 study could automatically lead to Level 2, both as a means of personal development and as a foundation for employment in a variety of organisations working as a receptionist, working in the leisure & tourism industries as an administrator or leading to more advanced study. Students will learn workplace skills in a real working environment, developing their ability to provide high levels of customer service and improving their interpersonal skills when dealing with staff and visitors.

As the 'face' of the organisation or business, the position of receptionist is vital in presenting a positive impression and maintaining the image of the employer. Applicants must appreciate the importance of being trustworthy and responsible and must act in a professional manner at all times. Applicants should also note that they are likely to be in situations where sensitive information is being discussed, often involving other students or members of their peer groups. Students must respect the confidentiality of such information and remember that they are, to all intents and purposes, members of staff.

