



# Reception and Administration Duties in the Hospitality Sector

## Key info

**Learners receive:**

Certificate of unit credit

**Credit Value:** 13

**Guided learning hours:** 100

## Course overview

Receptionists are at the forefront of many businesses within the hospitality sector. As a result of this, and because first impressions are so valuable, it is imperative that they present a positive image of the business to the customer or client. In this role, professionalism is the key to delivering and maintaining excellent customer service.

This course will provide learners with the knowledge needed to provide administrative services, deliver excellent customer service and produce business documentation. This course will also equip learners with the necessary skills to recognise the characteristics of stress and anxiety and manage them effectively.



## Reception and Administration Duties in the Hospitality Sector

### Who is suitable?

The wide scope of topics within this course make it perfect for anyone interested in working front of house within the hospitality industry or those with roles relating to reception and administration duties. Learners who wish to develop and progress their careers will also enhance their skill set from the vast range of knowledge to be gained from this course.

### Learning method

Studying via distance learning means learners can choose when and where they study.

This course is available:  **Online**

The online course is available on The Skills Network's online learning platform, **EQUAL**.

no exams  
just assessments

### What learners will learn

**This course is split into five manageable units:**

- Unit 1:** Principles of providing administrative services
- Unit 2:** Principles of business document production and information management
- Unit 3:** Principles of customer service
- Unit 4:** Understanding stress
- Unit 5:** Understanding anxiety.

### Benefits

- Receive certificates of unit credit to showcase their achievement
- Study will enhance both personal skills and professional development
- Personal tutors are assigned to each individual learner to ensure they have the necessary support needed to be successful
- This course is delivered by distance learning, allowing learners to choose where and when they study.