# 13930 FORMATIVE ASSESSEMENT WORKBOOK

## Unit Standard 13930

Exercise 1 SO1, AC 1-4 role play activities and individual practical activities

#### Role play 1

Get a telephone in the classroom and do a demonstration in the classroom of how you would answer the phone.

#### Role play 2

Find a company policy on how to receive visitors. Discuss the policy and then do the next activity.

* Move a desk to the entrance of the class and take turns: one person sits behind the desk and another enters pretending to be the client. Do a role play of receiving a client at Stanford.

#### Role play 3

* Do a role play where one learner is the coach and the other learner has to learn how to answer the telephone correctly. Follow the steps of the coaching process.

#### Role play 4

* Do a role play where one learner is the supervisor and the other learner is the employee whose performance is sub-standard. Follow the steps as indicated

#### Individual activities

* Create your own questionnaire of at least 10 questions for a reception area. Discuss your questionnaire in the group
* Write down 3 unpleasant experiences you’ve had at any reception area.
* Find out how the delivery of documents and parcels are handled in the college or your place of work and design a book that you can use to ensure that recipients sign for deliveries

Exercise 2 SO2, AC1

Find out what the policy is for consulting visitors at the college or your place of work. Pay specific attention to how to greet visitors, the maximum waiting period and giving of information.

Find out what the business activities of the college or your place of work is and what information you are allowed to give to visitors

Do a role play where one learner is the receptionist and 3 other learners are visitors asking various questions about the business

Exercise 3 SO2, AC2-3 individual activity

* Write down five suggestions you would make to a superior if the consultants are mostly busy and can’t help clients.
* Write down two suggestions you would make to a superior if the receptionist is too busy to help all the clients.
* Share these with your peers, and discuss each other’s suggestions as well as the approach you would use towards your superior.

Exercise 4 individual activity

Write a case study where you are the person who identifies an area of non-compliance, then record the incident and make a suggestion of how you think the situation could be resolved.

Exercise 5 SO3, AC1-4 practical individual activity

* Draw up your own questionnaire
* Once you’ve done the reception role play in the class, ask your peers to fill in your questionnaire about how your service was at reception
* Do an analysis on how they found your service on a form similar to the one above.