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| **Minor Award Name** | **Reception Skills** |
| **Minor Award Code** | **4N1867** |
| **Level** | **4** |

**Suggested resources to support delivery:**

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| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| **Identify types of business organisations and the market environments in which they operate.** | Book | The revised edition of this popular and well-established textbook, which reflects the requirements of the Reception and Frontline Office Skills module [5N1407] presents the various legal structures for companies and defines departmental functions within a business organisations and The Business Working Environment | Author(s): Joan Gallagher with Siobhan Creedon  Publisher: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Book | This chapter discusses the concept of a business environment and describes the environment in which an organisation works | Cengage.com | [www.cengage.co.uk/waters/students/chapters/chapter%202a.doc](http://www.cengage.co.uk/waters/students/chapters/chapter%202a.doc) |
| Presentation | This presentations describes the advantages and disadvantages of different types of business organisations | Study.com | <http://study.com/academy/lesson/types-of-business-organizations-advantages-disadvantages.html> |
| Video | This video simply explains different types of organisations and the advantages and disadvantages of each | Lynda.com | <https://www.lynda.com/Business-Skills-tutorials/Different-types-business-organizations/365727/433640-4.html> |
| Video | Different types of business organizations provides you with in-depth training on Business. Taught by Eddie Davila as part of the Business Fundamentals | tutor2u.net | <http://www.tutor2u.net/business/gcse/presentations/sample_pdf_orgtypes.pdf> |
| **Identify the skills, functions and responsibilities required by a receptionist or a front office representative.** | Website | This website contains a number of sections such as objective or profile, summary of qualifications, core competencies/areas of expertise required by a receptionist | coverlettersandresume.com | <http://coverlettersandresume.com/resume/duties/receptionist-skills-qualifications-strengths-and-duties-for-resume/> |
| Video | This video focuses on a receptionist's job description and on basic office maintenance from checking voice mail to organizing meetings. | Youtube  expertvillage | <https://www.youtube.com/watch?v=3SBQCpCdDI4> |
| Book | Unit 2 of this book provides an overview of the typical office duties carried out by the receptionist and office administrators and the professional approach required of office workers. | Author(s): Joan Gallagher with Siobhan Creedon  Publisher: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| **Outline department structures, key roles, and products or services for a specific organisation.** | Presentation | This PowerPoint presentation can be used to help students with their understanding of organisational structure. | Tutor2 | <http://tutor2u.net/business/gcse/presentationPs/sample_pdf_orgtypes.pdf> |
| website | This website explains how having the appropriate structure is vital for an organisation or business to meet its aims and objectives | Britishcasestudies | <http://businesscasestudies.co.uk/british-gas/roles-responsibilities-and-career-development/organisational-structure.html#axzz44UEiyEsh> |
| Document | This guide is intended to help you strive for service excellence in your business and is prepared in line with the service excellence model. | Failte Ireland | <http://www.failteireland.ie/FailteIreland/media/WebsiteStructure/Documents/2_Develop_Your_Business/1_StartGrow_Your_Business/How_to_Provide_Customer_Service_Excellence.pdf> |
| Presentation | This is a short presentation of the structure and culture in an organisation. | Slideshare | <http://www.slideshare.net/kevindias/organisation-1379877?next_slideshow=1> |
| **Describe sources of information and the internal and external information flow process in an organisation.** | Website | This website explains the differences between internal and external types of communication | The Business Communication | <http://thebusinesscommunication.com/differences-between-internal-and-external-communication/> |
| Video | This video explain internal and external communication examples and the flow of information in an organisation. | Study.com | <http://study.com/academy/lesson/internal-communication-in-an-organization-definition-strategies-examples.html> |
| Video | This video simply explain the information flow process in an organisation through examples | YouTube  Kandu Education Ltd | <https://www.youtube.com/watch?v=26x59_0BQHo> |
| Website | This website provides information on the communication flows in an organisation | Management study guide | <http://www.managementstudyguide.com/communication-flows.htm> |
| **Outline current legislation governing health and safety at work including security and emergency procedures for a specific organisation.** | Book | Chapter 3 – Legislation in the workplace covers employment legislation and safety, health and welfare legislation | Author(s): Joan Gallagher with Siobhan Creedon  Publisher: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Website | This website contains an extensive outline on current legislation governing the basic rights and responsibilities of employers and employees in an organisation in relation to workplace safety, security and emergency procedures. | HSA | <http://www.hsa.ie/eng/Topics/Managing_Health_and_Safety/Safety,_Health_and_Welfare_at_Work_Act_2005/> |
| Video | This video informs and educates on the safety issues that exist in the office environment. It looks at the common and often overlooked hazards that could exist in an average office, and how these hazards can be recognised and controlled to reduce the risks to individuals working in offices. | YouTube  Safetycare | <https://www.youtube.com/watch?v=DsLZWCIWZJQ> |
| **Interact in an appropriate manner in person and electronically with staff and clients in a range of situations.** | Website | This website give tips on how a person should interact and communicate more effectively with people at work, customers, co-workers and superiors. | Techrepublic | <http://www.techrepublic.com/blog/10-things/10-ways-to-communicate-more-effectively-with-customers-and-co-workers/> |
| Workbook | These interactive workbooks covers working effectively within the workplace and with others. | Regional Skills Training | <http://www.regionalskillstraining.com/sites/default/files/content/WEWO%20Book%201.pdf> |
| Document | This examines the importance of using effective communication to maintain good interpersonal relations at work. | SW Learning | <http://www.swlearning.com/swepstuff/previews/files/communication/c2000/0538433035/ic_ch01.pdf> |
| Website | Examines the ways in which electronic communication has affected interaction of co-workers in the workplace and the responsibility of technical communicators to ensure positive interactions with co-workers. | http://orange.eserver.org/ | <http://orange.eserver.org/issues/5-2/dutton.html> |
| **Operate a range of equipment and technology including telephone, computerised data entry system, electronic mail, electronic diary, reproduction equipment and postal automation equipment** | Resource Website | This website provides online tutorials with a focus on templates from the Microsoft Office suite for use in the office environment | GCFLearnFree | <http://www.gcflearnfree.org/office> |
| Website | This website explains internet safety guideline for users in business | MakeITsecure | <http://makeitsecure.org/en/index.html> |
| Book | Unit 2 Chapter 4 focuses on the switchboard operation and telephone calls. Unit 4 Chapter 12 of this book covers post and postal services.  Unit 4 Chapter 13 covers electronic and mobile communication | Author(s): Joan Gallagher with Siobhan Creedon  Publisher: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| **Perform a range of routine reception or front office administrative duties.** | Book | Unit 2: Receptionist and Office Administrative Duties is covered in Chapter 4 Planning Administrative and Accounting activities in Chapter 5, Business Transactions in Chapter 6 and Meetings in chapter 7  Unit 4: Chapter 12 of this book covers post and postal services  Unit 5 of this book covers Filing and retrieving information- Chapter 14 focuses on Manual Filing Systems and Chapter 15 has a focus on electronic document management | Author(s): Joan Gallagher with Siobhan Creedon  Publisher: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| **Maintain an up-to-date information centre including sourcing, extracting and disseminating information appropriately using a range of media.** | Website | This website looks at various Tools for Disseminating Workplace Information | chron.com  Ruth Mayhew, Demand Media | <http://work.chron.com/tools-disseminating-workplace-information-11070.html> |
| Online document | This document explain the importance of information gathering and the dissemination of information within an organisation. | Unesco  S M DHAWAN | <http://www.unesco.org/education/aladin/paldin/pdf/course02/unit_05.pdf> |
| Book | Chapter 11 – Information systems looks at the purpose of information and designing an information system | Author(s): Joan Gallagher with Siobhan Creedon  Publisher: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Book | The book looks into the main methods of collecting information from various primary and secondary sources. | Author(s): Nicholas Harvey  Publisher: Gill and MacMillan | <http://www.gilleducation.ie/communications/communications/effective-communication> |
| **Maintain an organised, tidy, efficient and pleasant working environment and professional appearance.** | Website | This website explore First Impressions: What Does Your Workplace Say About You? It covers dress code, personal appearance, workstations and overall working appearance | The human equation  Ariana B. Bianchi | <http://www.thehumanequation.com/en/news_rss/articles/2005/11_16_What_Does_Your_Workplace_Say_About_You.aspx> |
| Book | In Unit 2 Chapter 4 discusses maintaining the Reception area | Author(s): Joan Gallagher with Siobhan Creedon  Publisher: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| Website | This website looks at why organising the workplace is important | chron.com  Renae Nicole, Demand Media | <http://smallbusiness.chron.com/organizing-workplace-important-47169.html> |
| **Respond to work situations by making decisions efficiently. Apply safe working practices including care of office equipment and reception or front office environment.** | website | This site looks at ways in which decisions are made | Forbes | <http://www.forbes.com/sites/brentgleeson/2012/11/07/4-ways-for-leaders-to-make-a-decision/#5714a5127e5b> |
| Online document | This is a guide to health and safety in the office is based on a risk management approach to office health and safety – a consultative process to identify hazards, assess their risks and control them as far as possible. | Comcare | <https://www.comcare.gov.au/__data/assets/pdf_file/0006/39570/Officewise_OHS1_Apr_10.pdf> |
| Website | This website looks at equipment and safe working practice. It gives information on the safe and healthy use of common work equipment and safe working methods | Healthy Working Lives | <http://www.healthyworkinglives.com/advice/work-equipment> |

**Useful Organisations:**

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| **Name** | **Contact Information** |
| HSA | <http://www.hsa.ie> |
| Workplace Relations | <http://www.workplacerelations.ie> |
| National Standards Authority of Ireland | <http://www.nsai.ie> |
| GCF LearnFree | <http://www.gcflearnfree.org/office> |
| Finfacts Ireland | <http://finfacts.ie> |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/> |
| Further Education Support Service (FESS) | <http://www.fess.ie/> |
| Citizens Information Board | <http://www.citizensinformation.ie/en/> |
| Department of Education and Skills | <http://www.education.ie/en/> |
| Irish Revenue | <http://www.revenue.ie/en/index.html> |
| Irish Development Authority | <http://www.idaireland.com/> |

**Other Organisations:**

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| **Name** | **Contact Information** |
| National Council for Curriculum and Assessment (NCCA) | [www.ncca.ie](http://www.ncca.ie) |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/> |
| Further Education Support Service (FESS) | [www.fess.ie](http://www.fess.ie) |
| Scoil Net | [www.scoilnet.ie](http://www.scoilnet.ie) |
| Teachers CPD | <http://teachercpd.ie/> |
| Skillshare | <https://www.skillshare.com> |
| International Literacy Association - Lesson Plans | <http://www.readwritethink.org/classroom-resources/lesson-plans/> |

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| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates  Online courses delivered mainly by Universities and Colleges worldwide.  Useful to search regularly for new courses and new start dates. Most courses are free. Charge often applies if assessment and certification is required.  Provide excellent CPD for individuals or resources that can support teaching and learning. | What is a MOOC?  <https://www.youtube.com/watch?v=eW3gMGqcZQc> |
| Providers of MOOCs  e.g.  <https://www.mooc-list.com/> |
| <https://www.coursera.org/> |
| <https://www.udemy.com/> |
| <https://alison.com/> |
| <https://www.canvas.net/> |
| <http://www.lynda.com/> |
| <http://www.open.edu/> |
| <http://www.extension.harvard.edu/open-learning-initiative> |
| <https://www.uclaextension.edu/pages/search.aspx?c=free+courses> |
| <http://oyc.yale.edu/> |