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| **Minor Award Name** | **Reception and Frontline Office Skills** |
| **Minor Award Code** | **5N1407** |
| **Level** | **5** |

**Suggested resources to support delivery:**

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| --- | --- | --- | --- | --- | --- |
| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | | **Web Link** |
| **Examine the skills, functions and responsibilities of a receptionist or front line office representative within an organisation.** | Book | Modern Office Technology and Administration, 5th edition  Now on the 5th edition (©2014). This book is suitable for the full module.  Chapter 5 – Reception Duties | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or <http://www.easons.com/search/go#w=Modern%20Office%20Technology%20and%20Administration>  or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Effective Communication, 4th edition  Now on the 4th edition ©2014.  Part 4 – Reading & Writing  Part 5- Communications Technology | Harvey, Nicholas,  Publisher: Gill & McMillan | | Available from:  <http://www.gilleducation.ie/communications/communications/effective-communication> |
| Website | Provides details into skills and duties of a receptionist | Coverlettersandresume.com is a website started in 2011 with the aim of providing the best and totally free cover letters and resume samples to the job seekers around the world*.* | | <http://coverlettersandresume.com/resume/duties/receptionist-skills-qualifications-strengths-and-duties-for-resume/> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Outline the products, services, key policies, structures, and personnel of an organisation** | Book | Modern Office Technology and Administration, 5th edition  Now on the 5th edition (©2014).  Chapter 1 – Business Organisations and Functions | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or [www.easons.com](http://www.easons.com) or  <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Business Administration  Now on 4th edition (©2012).  Chapter 1- The Organisation  Chapter 4 – Human Resources | Douglas, Arlene,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/business-administration> or <http://www.schoolbooksdirect.ie/advanced_search_result?main_page=advanced_search_result&search_in_description=0&keyword=Business+Administration&button=Search> |
| Website | A UK case studies which reviews the key concepts of this LO through its analysis of Tarmac Group | <http://businesscasestudies.co.uk>  This website teaches business studies by examples/case studies | | <http://businesscasestudies.co.uk/tarmac/how-roles-and-functions-contribute-to-organisational-performance/introduction.html#axzz4EecN26k4> |
| Website/ Video | Lynda.com uses a video here to explain different types of business organisations. You must register for free trial to utilitse | [www.Lynda.com](http://www.Lynda.com) is a leading online learning platform that provides a video library of engaging, top-quality courses taught by recognized industry experts. | | <https://www.lynda.com/Business-Skills-tutorials/Different-types-business-organizations/365727/433640-4.html> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Explore the range of telecommunications network equipment used within a reception and or front office context, to include, telephone management systems, electronic directories and computer networks.** | Book | Modern Office Technology and Administration, 5th edition  Now on the 5th edition (©2014).  Chapter 14 – Electronic & Mobile Communication | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or  [http://www.easons.com/search/go#w=Modern%20Office%20Technology%20and%20Administration](file:///C:\Users\noelenesharkey\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\CIUFPCTT\ReceptionAndFrontlineOfficeSkills5N1407SkillsResourcelist.docx) or  <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| Website | A detailed example of a Telephone Management System produced by Webtel | <https://www.webtel.co.za>  A cloud-based business website who provide Telephone Management Systems for industry. | | <https://www.webtel.co.za> |
| **Source information from the internet, reservation systems, postal services, call and or courier logs and messaging service.** | Book | Modern Office Technology and Administration  Now on the 5th edition (©2014).  Chapter 6 – Administration and Accounting Duties  Chapter 11 – Networks and the Internet  Chapter 12 – Information Systems  Chapter 13 – Post & Postal Services  Chapter 14 – Electronic & Mobile Communication | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or [http://www.easons.com/search/go#w=Modern%20Office%20Technology%20and%20Administration](file:///C:\Users\noelenesharkey\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\CIUFPCTT\ReceptionAndFrontlineOfficeSkills5N1407SkillsResourcelist.docx)  or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Explain a range of telephone communications terms.** | Book | Modern Office Technology and Administration, 5th edition  Now on the 5th edition (©2014).  Chapter 5 – Reception Duties | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or [http://www.easons.com/search/go#w=Modern%20Office%20Technology%20and%20Administration](file:///\\CETB-FPSRV\OfficeFolders$\FESS\FET%20Development%20Resource%20Lists\Phase%203%20Resource%20List\Submitted%20Resource%20List\1st%20Submission\1st%20Sub%20Level%205\ReceptionAndFrontlineOfficeSkills5N1407SkillsResourcelist.docx)  or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Customer Service in Ireland, 3rd edition  Now on the 3rd edition (©2012).  Chapter 3 – On the Telephone | Twoney, Susan  Publisher: Gill & McMillian | | Available from:  <http://www.gilleducation.ie/customer-service/customer-service/customer-service-in-ireland> or  <http://www.schoolbooksdirect.ie/third-level/business/customer-service-in-ireland-3rd-edition> |
| Video | This video provides insight to good telephone etiquette required for a receptionist | [www.youtube.com](http://www.youtube.com) -  Likkle Romain channel provides good advice on telephone skills and other front office duties. | | <https://www.youtube.com/watch?v=JCQHV_YHSEI&list=PLRRKERF60UuFy8_k9rkHRBqcWtzbykOze> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Outline aspects of safety and health at work legislation pertaining to working within a reception context including security and emergency procedure requirements.** | Book | Modern Office Technology and Administration  Now on the 5th edition (©2014).  Chapter 4 – Legislation in the Workplace | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or <http://www.easons.com/p-3371876-modern-office-technology-administration.aspx> or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Business Administration, 4th edition  Now on 4th edition (©2012).  Chapter 4- Human Resources | Douglas, Arlene,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/business-administration> or <http://www.schoolbooksdirect.ie/advanced_search_result?main_page=advanced_search_result&search_in_description=0&keyword=Business+Administration&button=Search> |
| Website | Health & Safety Authority Ireland provides an resource for workplace legislation | [www.hsa.ie](http://www.hsa.ie)  The Health & Safety Authority is the national statutory body with responsibility for all workplace safety in Ireland | | <http://www.hsa.ie/eng/Publications_and_Forms/Publications/Occupational_Health/Guidelines_on_First_Aid_at_Places_of_Work_2008.pdf> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format. | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| Website | The National Employment Rights Authority (NERA) provides a simple synopsis of various workplace laws ©2008  This website replaces the websites of the five Workplace Relations Bodies (National Employment Rights Authority, Labour Relations Commission, Employment Appeals Tribunal, Labour Court and Equality Tribunal) and in line with my commitments under the Reform Programme. | [www.workplacerelations.ie](http://www.workplacerelations.ie)  It provides a single authoritative source of information on employment rights and industrial relations and associated services. | | <https://www.workplacerelations.ie/en/Publications_Forms#Guides> |
| Website | Citizens Information published an employment law update from 1993-2015 which highlights recent changes to workplace legislation | [www.citzeninformation.ie](http://www.citzeninformation.ie)  This site provides information on public services and entitlements in Ireland | | <http://www.citizensinformation.ie/en/employment/employment_rights_and_conditions/employment_rights_and_duties/employment_law_update.html> |
| **Identify the process for the flow of information to and from an organisation and sources of reference or information within an organisation.** | Book | Modern Office Technology and Administration, 5th edition  Now on the 5th edition (©2014).  Chapter 12 – Information Systems  Chapter 15 – Manual Filing Systems  Chapter 16 – Electronic Document Management (EDM) | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or [http://www.easons.com/search/go#w=Modern%20Office%20Technology%20and%20Administration](file:///C:\Users\noelenesharkey\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\CIUFPCTT\ReceptionAndFrontlineOfficeSkills5N1407SkillsResourcelist.docx) or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Customer Service in Ireland,  Now on the 3rd edition (©2012).  Chapter 9 Consumer Legislation | Twoney, Susan 3rd edition  Publisher: Gill & McMillian | | Available from:  [http://www.gilleducation.ie/gill-education-search?Q=Customer+Service+in+Ireland&x=19&y=14#&sSearchWord=Customer+Service+in+Ireland](file:///C:\Users\noelenesharkey\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.IE5\CIUFPCTT\ReceptionAndFrontlineOfficeSkills5N1407SkillsResourcelist.docx)  or  <http://www.schoolbooksdirect.ie/third-level/business/customer-service-in-ireland-3rd-edition> |
| Website | The Data Protection Commissioner published a plain English guide to data protection laws in Ireland on their website | [www.Dataprotecion.ie](http://www.Dataprotecion.ie)  The Data Protection Commissioner is responsible for upholding the rights of individuals as set out in the Data Protection Act. Any queries regarding this legislation can be answered through this website | | <https://www.dataprotection.ie/docs/A-guide-to-your-rights-Plain-English-Version/r/858.htm> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Plan a reception layout and describe office equipment in the reception area.** | Website | This site provides examples of several different types of office layouts and discusses key elements required. | | [www.Officelayouts.org](http://www.Officelayouts.org)  This website will guide you through options of setting up/redesigning an office layouts | <http://www.officelayouts.org/office-renovation/detail-79.html> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| Website | This particular blog provides information regarding key elements required for waiting rooms. Btod.com focuses on promoting health and well-being within the workplace | [www.Btod.com](http://www.Btod.com)  Designers-guide to setting up various aspects of office design | | <https://www.btod.com/blog/2015/07/08/how-to-layout-and-design-the-perfect-waiting-room/> |
| Website / Video | Enaflo Interiors Ltd, interior designers feature the revamp of two reception areas in Kent, UK. Provides good examples of how redesign can benefit both the receptionist and the visitor. | [www.youtube.com](http://www.youtube.com) -Enaflointeriorsltd channel  Interior design group who illustrates best practice examples on redesign of office space. Their own website:  [www.enaflointeriors.co.uk](http://www.enaflointeriors.co.uk) | | <https://www.youtube.com/watch?v=tsatzCykhj8> |
| <https://www.youtube.com/watch?v=tb4s3WX_Vts> |
| **Apply a range of communication skills including personal, interpersonal and technological proficiencies using effective tone, pitch, use of voice and body language.** | Book | Modern Office Technology and Administration,  Now on the 5th edition (©2014).  Chapter 5 – Reception Duties  Chapter 6 – Administration and Accounting Duties | Gallagher, Joan & Creedon, Siobhán, 5th edition  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or <http://www.easons.com/search/go#w=Modern%20Office%20Technology%20and%20Administration>, or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Customer Service in Ireland  Now on the 3rd edition (©2012)  Chapter 2 - Communications | Twoney, Susan Customer Service in Ireland  Publisher: Gill & McMillian | | Available from:  <http://www.gilleducation.ie/gill-education-search?Q=Customer+Service+in+Ireland&x=17&y=17#&sSearchWord=Customer+Service+in+Ireland> or  <http://www.schoolbooksdirect.ie/advanced_search_result?main_page=advanced_search_result&search_in_description=0&keyword=Customer+Service+in+Ireland&button=Search> |
| Website / Video | Videojug has published three top tips for improving interpersonal skills here. Presented by Ginger Training & Coaching, Ltd | [www.youtube.com](http://www.youtube.com) -  Videojug channel provides videos on recipes, beauty, and fashion tips | | <https://www.youtube.com/watch?v=w97dR3OJB1k> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Operate a range of equipment in the reception area to include a telecommunications system, an intercom, pager, a computerised data entry system, electronic diary, photocopier, scanner, fax machine and postal automation equipment.** | Book | Modern Office Technology and Administration,  Now on the 5th edition (©2014).  Chapter 2 – Office Functions, Design and Equipment  Chapter 6 – Administration and Accounting Duties  Chapter 9 – Computer Basics and Peripheral Devices  Chapter 10 – Computer Applications  Chapter 13 – Post and Postal Services  Chapter 15 – Manual Filing System  Chapter 16 – Electronic Document Management (EDM) | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or <http://www.easons.com/search/go#w=Modern%20Office%20Technology%20and%20Administration> or <http://www.easons.com/p-3371876-modern-office-technology-administration.aspx> or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Produce reception material to include notices, inventory of equipment, stock requisitions, petty cash system, and diary, post log, visitors log and telephone messages.** | Book | Modern Office Technology and Administration  Now on the 5th edition (©2014).  Chapter 5 – Reception Duties  Chapter 6 – Administration and Accounting Duties  Chapter 7 – Business Transactions  Chapter 13 – Post and Postal Services | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or <http://www.easons.com/search/go#w=Modern%20Office%20Technology%20and%20Administration> or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Business Administration, 4th edition  Now on 4th edition (©2012).  Chapter 6 – Processing Business Documents | Douglas, Arlene,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/business-administration> or <http://www.schoolbooksdirect.ie/advanced_search_result?main_page=advanced_search_result&search_in_description=0&keyword=Business+Administration&button=Search> |
| Website / Video | Shred207-(MBA in Accounting and Business Admin) provides a video of basic accounting principles. May serve as a good review for students. | [www.youtube.com](http://www.youtube.com) -  Shred207 channel created by a MBA professional who provides videos on basic accounting and finance principles | | <https://www.youtube.com/watch?v=HeVppgMuu0c> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Respond quickly in pressurized reception related circumstances requiring fast and efficient comeback.** | Book | Customer Service in Ireland  Now on the 3rd edition (©2012)  Chapter 1 – The Customer is Your Business | Twoney, Susan  Publisher: Gill & McMillian | | Available from:  <http://www.gilleducation.ie/customer-service/customer-service/customer-service-in-ireland> or  <http://www.schoolbooksdirect.ie/third-level/business/customer-service-in-ireland-3rd-edition> |
| Website | Inc.com provide a list of tips for improving your productivity in the workplace | [www.inc.com](http://www.inc.com)  A world-renown business publication. This site provides business–advice articles from their publications | | <http://www.inc.com/john-rampton/15-ways-to-increase-productivity-at-work.html> |
| Website | Forbes.com provides a list of tips on improving productivity and efficiency | [www.forbes.com](http://www.forbes.com)  A world-renown business publication. This site provides business–advice articles from their publications | | <http://www.forbes.com/sites/amitchowdhry/2013/04/24/12-tips-for-increasing-productivity/#25033cbf1f2f> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Display a professional approach to receiving visitors, use effective customer service skills, upkeep of visitors’ log book, use initiative around unexpected visitors and maintain composure when dealing with complaints.** | Book | Modern Office Technology and Administration  Now on the 5th edition (©2014).  Chapter 5 – Reception Duties  Chapter 6 – Administration and Accounting Duties | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or <http://www.easons.com/p-3371876-modern-office-technology-administration.aspx> or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Customer Service in Ireland  Now on the 3rd edition (©2012)  Chapter 1 – The Customer is Your Business | Twoney, Susan  Publisher: Gill & McMillian | | Available from:  <http://www.gilleducation.ie/customer-service/customer-service/customer-service-in-ireland> or  <http://www.schoolbooksdirect.ie/third-level/business/customer-service-in-ireland-3rd-edition> |
| Book | Business Administration  Now on 4th edition (©2012).  Chapter 7 – Retail Administration has a section on process customer complaints | Douglas, Arlene  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/business-administration> or [www.schoolbooksdirect.ie](http://www.schoolbooksdirect.ie) |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Present a range of documents including order form, invoices and processing travel expenses** | Book | Modern Office Technology and Administration  Now on the 5th edition (©2014).  Chapter 7 – Business Transactions | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or <http://www.easons.com/p-3371876-modern-office-technology-administration.aspx> or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Website | Lifehacker.com provides helpful formatting tips for MS Word users | [www.lifehacker.com](http://www.lifehacker.com)  Portal of news articles relating to a variety of business and other matters. | | <http://lifehacker.com/beyond-the-basics-six-tips-for-better-formatting-in-mi-1546090595> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |
| **Apply a range of general administrative skills within the reception and or front office context, to include filing, booking and preparing for board meetings or conferences, organising visitors waiting area, arranging appointments, preparing an itinerary, making reservations, providing information to visitors, ordering stationery, dealing with incoming and outgoing postal dispatches and courier services.** | Book | Modern Office Technology and Administration  Now on the 5th edition (©2014).  Chapter 5 – Reception Duties  Chapter 6 – Administration and Accounting Duties  Chapter 8 - Meetings | Gallagher, Joan & Creedon, Siobhán,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> or <http://www.easons.com/p-3371876-modern-office-technology-administration.aspx> or <http://www.schoolbooksdirect.ie/third-level/business/modern-office-technology-administration-4th-edition> |
| Book | Business Administration  Now on 4th edition (©2012).  Chapter 5 – Preparing for Meetings  Chapter 6- Processing Business Transactions. | Douglas, Arlene,  Publisher: Gill & McMillan | | Available from: <http://www.gilleducation.ie/business-/business-/business-administration> or <http://www.schoolbooksdirect.ie/advanced_search_result?main_page=advanced_search_result&search_in_description=0&keyword=Business+Administration&button=Search> |
| Website | A LinkedIn slide share the covers all LOs for this module in a manual format | [www.slideshare.net](http://www.slideshare.net) allows professionals /individuals/groups to share presentations, infographics, and/or documents. This link shares a sample  Reception Manual for Clonmel Tourist Office, covering all LO’s for this module. | | <http://www.slideshare.net/EmilMilewski/reception-manual-45827510> |

**Useful Organisations:**

|  |  |
| --- | --- |
| **Name** | **Contact Information** |
| Citizens Information Board | [www.citizensinformation.ie](http://www.citizensinformation.ie) |
| Business & Finance Portal- Ireland | [www.finfacts.ie](http://www.finfacts.ie) |
| Enterprise Ireland | [www.enterprise-ireland.com](http://www.enterprise-ireland.com) |
| Further Education Support Service (FESS) | <http://www.fess.ie/> |
| Health & Safety Authority | [www.hsa.ie](http://www.hsa.ie) |
| Irish Revenue | [www.revenue.ie](http://www.revenue.ie) |
| National Standards Authority of Ireland | [www.nsai.ie](http://www.nsai.ie) |
| Quality and Qualifications Ireland (QQI) | [www.qqi.ie/](http://www.qqi.ie/) |
| Workplace Relations | [www.workplacerelations.ie](http://www.workplacerelations.ie) |
| LinkedIn | [www.linkedin.com](http://www.linkedin.com) |
| YouTube | [www.youtube.com](http://www.youtube.com) |

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| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates | https://www.mooc-list.com/ |
| Explanation of MOOCs and topics available | <https://library.educause.edu/topics/teaching-and-learning/massive-open-online-course-mooc> |
| FREE MOOCs available from Trinity College Dublin in conjunction with Futurelearn | <https://www.tcd.ie/OnlineEducation/free-online-course/> |
| Reception MOOCs available from Customer Service Training | <http://www.customerservicetraining.ie/receptionist-skills-course/> |
| Reception MOOCs available from Irish Times Training | <http://www.irishtimestraining.com/receptionist-skills/> |