**Learner Contact Details:**

Name:

Contact Address:

Postcode:

Contact Number:

E-mail:

**LEARNER DECLARATION**

*I confirm that the answers in Assessment 6 were completed by me, represent my own ideas and are my own work.*

Learner signature: Date:

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**Question 1. Explain how to deal with ‘junk’ mail. (1.1)**

**Question 2. Describe what to do in the event of problems arising when dealing with incoming or outgoing mail. (1.2)**

**Question 3. Describe how to operate a franking machine. (1.3)**

**Question 4. Explain how to prepare packages for distribution. (1.4)**

**Question 5. State organisational policies and procedures on mail handling, security and the use of courier services.**

**Question 6. Explain the process for reporting suspicious or damaged items in accordance with organisational procedures. (1.6)**

**Question 7. Explain the receptionist’s role in representing an organisation. (2.1)**

**Question 8. Explain an organisation’s structure and lines of communication. (2.2)**

**Question 9. Describe an organisation’s standards of presentation. (2.3)**

**Question 10. Explain the health, safety and security implications of visitors to a building. (2.4)**

**Question 11. Explain how to deal with challenging people. (2.5)**

**Question 12. Explain the importance of keeping diary systems up to date. (3.1)**

**Question 13. Describe the basis on which bookings and changes are prioritised. (3.2)**

**Question 14. Explain any constraints relating to making bookings for people or facilities. (3.3)**

**Question 15. Describe the types of problem that can occur when managing diaries. (3.4)**

**Question 16a. Explain the roles, responsibilities and accountabilities of individuals involved in the event. (4.1)**

**Question 16b. Explain the purpose and features of different types of event. (4.2)**

**Question 16c. Describe the type of resources needed for different types of event. (4.3)**

**Question 16d. Describe the different needs attendees may have and how to meet these. (4.4)**

**Question 17. Explain the requirements of health, safety and security when organising events. (4.5)**

**Question 18. Describe the types of problem that may occur during events and how to deal with them. (4.6)**

**Question 19. Describe organisational hierarchy and levels of authority for financial transactions. (5.1)**

**Question 20a. Explain organisational systems for sales invoicing, purchasing, payments and receipts. (5.2)**

**Question 20b. Describe the use of a purchase order, invoice, receipts and expenses. (5.3)**

**Well done!**

**You have completed your Assessment 6, please check you have answered all the questions and signed the learner declaration on the front page, before submitting to your Assessor/Tutor.**