

## Let's look at Receptionists

A Head Office (the main office) in a Building Society or bank is very busy, with lots of people coming and going. That's lots of different names, job titles, email addresses and contact telephone numbers. People who work at a company are called staff or employees.

A Receptionist has to know who is who in the company and who their regular visitors are. They have to be very organised and keep all the data correct and up-to-date.

### Some of their everyday tasks are to:

- ★ **Meet and greet visitors**
- ★ **Hand out security passes or badges**
- ★ **Direct visitors to meeting rooms or offices or call staff to come and meet their visitors**
- ★ **Answer telephone and any basic enquiries**
- ★ **Accept deliveries**
- ★ **Arrange taxis and any other travel needs**
- ★ **Offer refreshments and keep the reception tidy.**

Sounds like a good job for organised people – what other skills are important for this job?

### Well they need to:

- ★ **Be friendly and helpful**
- ★ **Speak clearly and listen well**
- ★ **Be good at handling difficult people**
- ★ **Be patient and tactful**
- ★ **Have good IT and telephone skills.**

**Receptionists** have to be well dressed and smart, many have uniforms. They do spend a lot of time behind a desk but they meet lots of different types of people. They usually work 9am to 5pm but some may work part-time or on shifts.



Salaries can start at £12,000 and work up to £25,000. Some senior staff can get more.

