

Reception: is the first point of contact visitor have with business.

Receptionist: a person works at the reception area his main job is to receive visitors

Why do people visit an office?

- To help and finding a person or a department
- To meeting
- To get information

Reception area equipment:

- 1- Reference book (Appointment book + visitor book)
- 2- Reference material (internal telephone list)
- 3- Telephone + Fax machine
- 4- Computers
- 5- Security items (visitors badge)
- 6- stationery

items to impress visitor

- 1- Desks
- 2- Drink facilities
- 3- Seating area for visitors
- 4- Filing cabinets
- 5- Nice clean decoration

Qualities of good receptionist:

- 1- Polite
- 2- Friendly + helpful honest
- 3- Enthusiastic
- 4- Well informed about firm's product
- 5- Patient
- 6- Appropriate appearance

Business skills the receptionist should have:

- 1- good knowledge of the departments.
- 2- Knowledge of work they carry out
- 3- List of staff and their jobs
- 4- General information about the business
- 5- Details of products and services
- 6- Physical layout of business premises
- 7- Where people are located
- 8- Which security areas not possible for visitors to enter
- 9- What to do in an emergency

Duties of the receptionist:

Receptionist's duties

- Dealing with different types of visitors
- Maintaining reception register
- Maintaining appointments
- Making business phone calls
- Word processing
- Filing doc.
- Gave basic First Aid

Other duties of receptionist

- word processing
- operating telephone switchboard
- filing documents
- distributing the incoming mail
- dealing with outgoing mail
- the ability to give first aid

1- Dealing with visitors on arrival.

- Greet visitor.
- Ask if you can help them.

- Find out the visitors name
- Find out if the visitor is expected or not
- Record the details of visitor in the visitors book
- Issue a visitors badge
- Contact the appropriate staff
- Keep the visitor informed about any delays
- Provide refreshments if appropriate

problems in reception

1- Dealing with unexpected visitors

- attempt to solve the problem
- deal with the visitor and problem in such a way that you continue to give a positive image of yourself and your company

2- Dealing with difficult visitors

- be diplomatic and try to solve the visitors problem
- accept the visitor problem as a challenge

Types of visitors:

1- Visitors with appointment

- Persons coming for interviews for job.
- Sales persons.
- Visitors have meeting with staff

2- Visitors without appointment

- persons looking for employment
- customers who have some problems

3- Regular visitors

Persons who visit the office regularly, such as:

- postman
- delivery person (Fedex, DHL)
- cleaners

Reception record:

- 1- Caller's register. *Look at book P.31
- 2- Appointment book.*Look at book P.31