

This chapter cover:

- The importance of reception
- Equipment and material in the reception
- Qualities of a receptionist
- Duties of a receptionist
- Dealing with visitors
- Problems in the reception area
- Reception records

Reception

what is reception office?

a counter in the front of the company (as in a hotel) where guests are received.

The Importance of a reception:

1. The first contact that visitors do.
2. Provides the first impression to an outsider.
3. Reflects the image of the business.
4. Help in finding a person or a department.

Reception

Equipment and materials

Main equipments:

- Desk, Computer, chairs, magazines and today's newspaper.....etc.

Receptionist's specialist equipments:

- An appointment or visitors book.
- Reference book
- computer terminal
- Telephone and fax machine
- Security badges, car park passes
- Various stationary

Reception

The qualities of a good receptionist:

- Treat all visitors in a proper manner.
- Polite and good interpersonal communicative skills.
- Friendly, helpful, reliable, honest and able to work with others.
- Enthusiastic.
- Well informed about the firm's product, layout and staff.
- Patient, tactful.
- Appropriate appearance.

Reception

Business Skills of a good receptionist:

- Good Knowledge of the firm's department.
- Knowledge of the work they carry out
- A list of staff and their job titles
- General information about the business.
- Details of their products or services
- Physical layout of the business premises
- Where people are located
- Which security areas are not allowed for visitors
- What to do in an emergency
- An understanding of the procedures.

Receptionist's Duties:

- welcome visitors & answer their questions.
- dealing with different types of visitors.
- Directing visitors to the appropriate section.
- Maintaining reception register.
- Maintaining appointments dairy
- Making business phone calls.
- word processing
- Operating a telephone switchboard.
- Filing documents.
- Distributing incoming and outgoing mail.
- Gives basic First Aid

Dealing with visitors:

1. Greet each visitor promptly
2. Ask if you can help them (start)
3. Find out the visitor's name
4. Find out if the visitor is expected and for who.
5. Ask visitors to record their details
6. Issue a visitors badge.
7. If the visitor is expected contact the appropriate member of staff
8. Keep the visitor informed about any delay
9. Provide refreshments if appropriate.

Reception

Problems in reception area:

a. Dealing with unexpected visitors:

Examples:

- Visitor has an appointment and you may have not been told.
- Visitors arrive earlier or later than expected.
- Visitors come to see someone in your organization without an appointment.

How to deal:

- Be diplomatic in the way you act
- Attempt to solve the problem
- Give a positive image of yourself and your company

Reception

Problems in reception area:

b. Dealing with difficult visitors:

Example:

- Visitor who made a mistake and does not admit it.

How to deal:

- Be diplomatic and try to solve the problem
- Accept the visitor's problem as a challenge and tackle it willingly and positively.
- Give a positive impression on the visitor

Problems in reception area:

c. Dealing with complaints:

- Prepare yourself to listen and note down customers' complaints.
- Initial apology or explanation
- Pass the complaint on to the relevant person or department

Reception

Reception records:

a) Callers' Register:

Register of Callers

Date	Caller's Name	Company	Time of arrival	Seen by	Signature	Time of departure	Remarks

Reception

Reception records:

b)Appointment Book:

Tuesday 1 September 2009

08:30

09:30

10:30

13:00

14:45