

Chapter 2

Reception

Reception Definitions

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- Reception: is the first point of contact. الاستقبال
- Receptionist: a person works at the reception area موظف الاستقبال
- Visitor: is the person who visit the company الزائر

Reception Material & Equipment - أدوات

- Telephone
- Computer
- visitor book
- stationery



The Qualities of a good receptionist - أخلاقيات

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Polite – Friendly – Helpful – Reliable – Honest – Able to work with others –
Enthusiastic – Well informed – Patient – Tactful – Appropriate appearance.

Receptionist Duties - وظائف

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- Welcome visitors.
- Reception records.
- Appointments.
- Making calls.
- Filing.
- Distributing mails.



Dealing with visitors - التعامل مع الزوار

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- 1) Greet visitor.
- 2) Ask if you can help them.
- 3) Find out the visitors name
- 4) Find out if the visitor is expected
- 5) Record the details of visitor in the visitors book
- 6) Issue a visitors badge
- 7) Contact the appropriate staff
- 8) Keep the visitor informed about any delays
- 9) Provide refreshments if appropriate



Problems in reception

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Dealing with **unexpected visitor**: زائر غير متوقع

- Attempt to solve the problem
- Deal with visitor and give him a positive image of your self

Dealing with **difficult visitors**: زائر صعب

- Be diplomatic and try to solve the problem
- Make a positive impression

Dealing with **complaints**: شكاوي

- Listen to customers complains and give explanation.

➤ **Complete the following “register of callers” from the information given below using today's date:**

1. Aymen Abdulla from Zain came to see the Admin manager. He came at 11:20am and left at 12:10pm.
2. Ali Hassan from Takaful Came to see the Personnel manager at 8:30am and he left at 9:15am.
3. Mona Sayed from Tijara Co. was at the company at 10:00am. She came to see Purchase Manager. The visit took one hour.

Register of Callers							
Date	Caller's Name	Company	Time Arrival	Seen by	Signature	Time Departure	Remark
6.11.2017	Ali Hassan	Takaful	8:30am	Personnel manager	Ali	9:15am	-
6.11.2017	Mona Sayed	Tijara Co.	10:00am	Purchase Manager	Mona	11:00am	-
6.11.2017	Aymen Abdulla	Zain	11:20am	Admin Manager	Aymen	12:10pm	-

Note: Always sort the details by Time of Arrival. الترتيب حسب وقت الوصول

➤ **Complete the following “Appointment Diary” for your manager from the information given below:**

1. Moh’d Jassim from Citi bank has an appointment 9:30. His contact No. is 39871154
2. Ebrahim Rashid from KLM wants to see the manger at 11:00. His mobile No. is 39688111
3. Reem Mosa from Al Seef Company wants to see manager before one o’clock.
4. Jenan Rahma from Zayani Group wants to see the manager at any time available.

Tuesday 9 October 2017

أي وقت متاح	➔	0800 Jenan Rahma
		0830
		0900
		0930 Moh’d Jassim
		1000
أي وقت قبل الساعة الواحدة	➔	1030 Reem Mosa
		1100 Ebrahim Rashid
		1130