

English- 302  
**Chapter-26**  
***The reception desk and you***



**Summary**

This chapter discusses the responsibilities of a receptionist. A good receptionist greets, welcomes, and directs guests correctly. By following protocols, rules, and regulations, a receptionist can maintain the reception area safe and tidy. He or she should be organised, communicative, and capable of multitasking.

**Important points from the text:**

1. This chapter mentions the following duties of a receptionist;
  - Offering help and welcoming guests and visitors.
  - Answering telephone calls and routines enquiries effectively.
  - Noting down messages, making bookings, reservations, cancelling and planning schedules.
  - Helping guests and visitors with problems and queries.
2. Receptionist responsibilities vary, however a receptionist should have a thorough understanding and knowledge of the office structure and processes.
3. A receptionist must do her work well and keep a phone directory, an index of frequently dialed phone numbers, flights, planning schedules, and an appointment journal on hand at all times. He or she should keep a caller's log and a list of employees on vacation or on leave.
4. A receptionist is the company's first point of contact, it is critical that she be pleasant and professional over the phone and well-dressed at all times.
5. A nice personality and the ability to deal with situations in a timely and professional manner are required for success as a Receptionist.
6. He or she should be well-organized and have excellent communication abilities. A receptionist should be detail-oriented and capable of multitasking while providing excellent customer service.

**Important words from the text:**

- Effectively: successfully/ valuably
- Telephone directory: a book having list of names, addresses, telephone numbers of people in a particular area.

- Brochures: pamphlet used for advertising
- Courteously: polite/well-mannered

**Evaluate us:**

1) Read the conversation below and answer the following questions:

Receptionist: Good morning, Green Van Hotel. How can I help you today?

Customer: Hello, I would like to book a room for tonight, Thursday July 17th.

Receptionist: What kind of room would you like?

Customer: I would like a deluxe suite, please.

Receptionist: Please hold on I will check ,yes! we have an executive suite available.

Customer: OK. How much is the tariff for a room?

Receptionist: 1500 rupees including taxes

Customer: Are meals included in that price?

Receptionist: Yes, your breakfast and dinner are included .

Customer: That's great; I will check in soon.

2) Look at the above conversation and convert it into reported speech.

3) Examine the tone of the conversation and determine whether its polite or rude?

4) According to you what qualities should a good receptionist have?

**Do you know?**

A good CV must contain at least the following details;

- Personal / contact details
  - Full name
  - Place of residence
  - Phone number
  - E-mail address
- Personal profile should be short, but a powerful introduction of oneself. In two to three sentences one should explain who one is, what are ones skills.
- Work experience.
- Education and qualifications.

**Extend you horizon.**

Imagine you are applying for a place in a student volunteer program, what all details will you include in your CV. Write a list of headings and details that you will include in your CV.