



Certified Front Office  
Executive  
Sample Material

**V-Skills Certifications**

**A Government of India  
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**V-Skills**



## **Job and Responsibilities**

### **Role of a Receptionist**

A receptionist is the person you see first when you enter a company premises. He plays an extremely important part in the overall image and atmosphere of every business.

A receptionist may be required to provide required information to the incoming visitors or connect them to the right person or to help resolve customer service or other issues.

It also comprises of several secretarial and administrative tasks that require good organizational skills, professional attitude, computer proficiency and strong communication as well as interpersonal abilities.

### **Key Skills**

Key skills required for a successful receptionist directly co-relate with the tasks a receptionist has to perform.

Most of the business spaces are designed in a way that all visitors begin at the receptionist's desk. Facilitating the visiting clients, vendors and customers form a major part of the receptionist's tasks. Creating a great first impression and ensuring an outstanding visitor experience form the key goals and good personal and presentation skills, professional grooming and a helpful attitude helps a receptionist come across as friendly, welcoming and competent. Several times, visitors may come in already agitated and conflict management skills become very important.

A receptionist is generally handling several tasks and information pieces coordinating with several individuals across the office so the ability to prioritize and work efficiently in an organized manner becomes very important. Typical tasks may include keeping company records, updating filing systems, maintaining daily schedules top executives and ensure that the proper hierarchy of command is maintained.

A good receptionist must quickly assess the needs of each person and make sure the problems are resolved in the most efficient manner. She needs to be well organized to be able to ensure smooth business flow by routing the issue to the right department.

Basic computer proficiency is indispensable for a modern receptionist. She may be required to run various record-keeping software including billing and payment, data entry, meetings and conference management, resource allocation and customer service programs. She may also be required to read and sort company emails, type or transcribe letters, handle online filing platforms. Basic spreadsheet and word processing skills add a much needed edge to the skill repertoire of a receptionist.

Another important aspect of a receptionist's job is to act as a conduit between public and business as well as various branches, departments and individuals within the business. Hence, excellent communication skills are a must.

Company employees take the receptionist desk as an information repository especially about recent updates or a particular customer. It is important for the receptionist to serve as an accurate information source, it is also critical for her to understand the privacy issues and disclosure practices involved. She needs to be discreet when asked about issues they cannot disclose while maintaining a friendly demeanor.

Also, today's competitive corporate environment puts stringent demands on the energies of an executive and hence she needs to understand workplace stress and be equipped to maintain a healthy work life balance.