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:
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