

Receptionist Training Content

Receptionist Job Duties: Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories; giving instructions. Maintains security by following procedures; monitoring logbook; issuing visitor badges.

- Serving visitors by greeting, welcoming, directing and announcing them appropriately
- Answering, screening and forwarding any incoming phone calls while providing basic information when needed
- Receiving and sorting daily mail/deliveries/couriers
- Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
- Update appointment calendars and schedule meetings/appointments
- Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.