

Procedures for receptionist in front desk

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**ASSIGN
BUSTER**

Procedures:

- i) On reporting for duty at 9 am, she will check all voice-mail messages of the previous night and communicate any relevant information to the person concerned, take instruction and pass on to the caller, where applicable.
- ii) Attend all telephone calls during her day time duty hours and communicate relevant information to the persons concerned. She will also take instructions, where appropriate and pass on to the caller.
- iii) She will handle all walk-in customers, receive them, take their name as well as the purpose of visit, seat them and then take suitable action to attend to their needs or resolve issues.
- iv) When other visitors come, she will receive them, take their name as well as ascertain the purpose of visit and request them to be seated in the visitor's area in the lobby. She then will pass on the information to the person concerned, obtain instruction and dispose of the visitor accordingly.
- v) She will maintain and update call logs for incoming and outgoing calls.
- vi) She will ensure that no unauthorized person loiters in the lobby and, in instances of suspicious moves, will coordinate these with the security detail or in charge.