



# Receptionists

Receptionists greet and welcome visitors, arrange appointments, answer enquiries and perform clerical work such as word processing, data entry, filing, mail despatch and photocopying. Duties can vary greatly between industries and companies.



*Scan the QR code to the right for a Job Outlook career profile with more information.*

## How do employers recruit? How can job seekers find a job?



Job websites are often used, but vacancies are sometimes only advertised on **social media** or in **local newspapers**.



Receptionist **experience is often not required**, but customer service experience is highly valued.



Employers can favour those who show an interest in **staying in the industry**.

### What personal qualities are important?



Confidence

Friendliness

Politeness

Positive attitude



*"Personality and confidence are more important than experience."*

### Applying and interviewing



*Research the business and tailor your application to the job*

- ⇒ Highlight your strengths and experience in areas that are important to the role
- ⇒ Show what you can bring to the job

### Advice from employers



*"As long as you can communicate, that's half the job."*

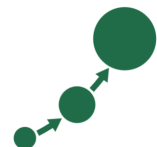


*"Show interest and be eager to learn."*



*"Learn as much about the business and role as you can before applying."*

### Career progression



*Working as a receptionist can be an entry point to other roles in an industry.*

#### At a hotel:

Receptionists moved into office management roles.

#### At a medical clinic:

Receptionists moved into other roles after studying in the field.