**A RECEPTIONIST …**

|  |  |  |
| --- | --- | --- |
| **IS / HAS (qualities, appearance, attitude, personality)*** Physical strength (healthy)
* Pleasant personality
* Great listener
* Polite / kind
* Smiling
* Highly organised
* Up to date with technology
* Committed to the organization
* A good memory
* Able to focus
* Dependable
* Curious
* Multitasking
* Efficient
* An outgoing personality
* Strong communication skills (Verbal communication - Active listening)
* The ability to work well in a team
* Tact and diplomacy for dealing with difficult situations - Tactful
* Numeracy
* Reliable
* Responsible
* Proud and humble at the same time
* Calm under pressure
* Flexible
* **WELL GROOMED** (= Clean & Tidy) / Good Dressing sense
* Quick
* Careful
* Accurate (pays attention to details)
* Punctual
* Willing to work
 | **KNOWS*** Basic Maths
* Basic economics
* HACCP rules 🡪 safety + hygiene rules
* Covid regulations
* Rules at work
* Hotel procedures
* Etiquette – behavior and communication rules
* Netiquette
* Foreign Languages (minimum 2)
* Main computer programs + specific softwares for hotel management
* Knows about the company/hotel he/she works for
* The geography of the place (city, surroundings, meaningful tourist destinations nearby)
* About events and activities going on in the area (+ restaurants, theatres, cinemas, venues…)
	+ 🡪
 | **CAN** * Greet and welcome people formally/professionally/politely
* Present hotel facilities
* Recommend Suitable services
* Keep his/her workstation clean and tidy
* Handle difficult situations/guests
* Prevent and deal with problems between colleagues
* Interact with the staff
* Organise and run events
* Work under pressure
* Do several things at the same time
* Work long hours
* Stand long hours
* Handle complaints
* Speak languages fluently
* Communicate clearly
* How to manage time
* How to keep himself/herself engaged
* How to stay away from gossip!
* Respect the privacy of guests
* How to handle stress
* How to greet guests
* How to check in and out guests
* How to handle complaints
* How to speak on the phone professionally
* How to manage office traffic
 |

See also:

<https://content.wisestep.com/good-receptionist-qualities-attributes-know/>

<https://getara.co/blog/receptionist-qualities-attributes/receptionist-performance-goals/>

<https://apolloansweringservice.com/personality-traits-great-receptionist-2/>

**CHOOSE THE 5 CAN’T-BE-MISSED CHARACTERISTICS FROM EACH COLUMN/ASPECT**