**A RECEPTIONIST …**

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| --- | --- | --- |
| **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**