**A SECRETARY …**

READ THIS FIRST: <https://www.linkedin.com/pulse/qualities-you-should-have-good-secretary-rofidah-azman>

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| **IS / HAS (qualities, appearance, attitude, personality)*** Pleasant personality
* Great listener
* Polite
* Smiling
* Highly organised
* Up to date with technology
* Commitment to organization
* A good memory
* Able to focus
* Dependable
* Multitasking
* Efficient
* Strong communication skills (Verbal communication - Active listening)
* The ability to work well in a team
* Tact and diplomacy for dealing with difficult situations
* Numeracy
* Reliable
* Responsible
* Calm under pressure
* Flexible
* WELL GROOMED (= Clean & Tidy) / Good Dressing sense
* Quick
* Careful
* Accurate (pays attention to details)
* Punctual
* Tactful
 | **KNOWS*** Basic Math
* Rules at work
* Etiquette – behavior and communication rules
* Languages
* How to manage time
* Main computer programs + specific softwares for hotel management
* Knows about the company he/she works for
* How to keep himself/herself engaged
* How to stay away from gossip!
* How to handle stress
* How to greet people
* How to speak on the phone professionally
* How to manage office traffic
 | **CAN** * Keep his/her workstation clean and tidy
* Handle difficult situations
* Interact with colleagues and clients/guests
* Prevent and deal with problems between colleagues
* Organise and run events
* Work under pressure
* Do several things at the same time
* Handle difficult situations
* Speak languages fluently
* Communicate clearly
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