**A SECRETARY …**

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

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