

WORKING IN RECEPTION

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Доповідь дає загальну характеристику організації роботи адміністратора у галузі готельної індустрії.

A receptionist is an employee taking an office/administrative support position. The work is usually performed in a waiting area such as a lobby or front office desk of an organization or business. The title "receptionist" is attributed to the person who is specifically employed by an organization to receive or greet any visitors, patients, or clients and answer telephone calls.

A receptionist is usually expected to have a high school diploma or its equivalent, but a receptionist may also possess a vocational certificate/diploma in business and office administration. Although a post secondary degree is not normally required for this position, some receptionists may hold four-year university degrees in a variety of majors. Some receptionists may even hold advanced degrees.

The business duties of a receptionist may include answering visitors' inquiries about a company and its products or services, directing visitors to their destinations, sorting and handing out mail, answering incoming calls on multi-line telephones or, earlier in the 20th century, a switchboard, setting appointments, filing, records keeping, keyboarding/data entry and performing a variety of other office tasks, such as faxing or emailing. Some receptionists may also perform bookkeeping or cashiering duties. A receptionist may also assume some security guard access control functions for an organization by verifying employee identification, issuing visitor passes, and observing and reporting any unusual or suspicious persons or activities.

A receptionist is often the first business contact a person will meet at any organization. It is an expectation of most organizations that the receptionist maintains a calm, courteous and professional demeanor at all times regardless of the visitor's behavior. Some personal qualities that a receptionist is expected to possess in order to do the job successfully include attentiveness, a well-groomed appearance, initiative, loyalty, maturity, respect for confidentiality and discretion.