

Transcript_Office Communications_2A_An interview with an office receptionist

My name is Victoria and I work as a receptionist for a medium-sized firm. I work three days a week from 8.30 in the morning until about 5.30 in the evening. I like working there because I enjoy the job and most of the other members of staff are really friendly. I've worked there for almost a year and I'd like to progress within the company.

The reception area is bright and spacious. There's a comfortable visitors' seating area with a bottled water dispenser and a toilet. Behind my reception desk there is a kitchenette where I make tea or coffee for visitors while they wait for their appointments.

I meet and greet visitors and ask them to sign in the visitors' signing in book if they are staying on the premises. When they leave, I ask them to sign out. This is important if we all have to evacuate the building in an emergency.

I also answer telephone calls on the switchboard. I deal with enquiries over the phone, but also there are a lot of calls for colleagues – which I transfer. If I can't put a call through, I take a message. I have to make sure I don't forget to pass on the messages to the colleagues they're for!

I also deal with the mail. In the morning I sort out the post by putting the letters for colleagues in their pigeon-holes behind the reception desk. I also receive parcels and packets. During the day, colleagues will put their correspondence for posting in the outgoing tray. I have to fill in a log book with details of all incoming and outgoing letters, parcels and packets. I'm happy to say that I don't have to frank the mail or stick stamps on! And I don't have to post the mail either. The office junior does that!