

CLASS: JSS3

SUBJECT: BUSINESS STUDIES

WEEK: TWO (2, 3 and 4)

TOPIC: THE RECEPTION OFFICE

LEARNING OBJECTIVES:

1. Definition of an office
2. Description of Reception office
3. Definition of a Receptionist
4. Duties of a Receptionist
5. Documents handled by the Receptionist

An office is a room, a building or a place in an organization where clerical and administrative works are done. Reception office is a room, a building or a place set up in an organization to receive visitors. It is the first point of call for guests or visitors who visit the organization.

Items found in the reception office are as following; table and chair for the receptionist, seats for visitors, visitor's book, newspapers and magazines for visitors use, wall clock, telephone, calendar, telephone directories, computer, typewriter, television set etc. This items depends on the organization.

The Receptionist: A receptionist is a man or woman employed in an organization to welcome and attend to visitors in the organization. Making visitors get good impression about the organization is called **corporate image**.

Importance of a Receptionist

1. He/she is the first person to meet in the organization, therefore he/she is organization ambassador.
2. To welcome, receive and attend to visitors in the organization.
3. It is through the receptionist that enquiries are made about the organization.
4. The receptionist directs visitors to the required or needed officer or office.

5. He/she is the mirror of the organization.

Duties of a Receptionist

The duties of the receptionist depend on the size and nature of the organization.

1. Receiving visitors
2. Answering and making telephone calls
3. Directing visitors to appropriate departments and office
4. Keeping the visitor's book
5. Attending to enquiries from visitors
6. Receiving hand delivered mails, parcels, and documents

Qualities of a Receptionist: There two main qualities expected of a good receptionist. These are:

1. Personal qualities;
2. Job qualities;

Personal qualities are those qualities the receptionist owes his/herself

- a. A good education
- b. A pleasant personality
- c. Good human behavior
- d. Courtesy (respect)
- e. Neatness
- f. Politeness (good manners)
- g. Confidence (trust, believe)
- h. Cheerfulness (happy).

Job qualities are the qualities the receptionist owes the organization he/she works in

- a. Punctuality at work
- b. Tactfulness (careful in doing, saying, taking things)
- c. Good telephone manner
- d. Sound knowledge of the organization
- e. Loyalty (staying and supportive to somebody)
- f. Diplomacy (managing different people very well)

Telephone Etiquette tips to a receptionist

1. Identify yourself and the organization you work when you pick phone
2. Use a pleasant voice

3. Have book and pen to record messages
4. Be brief and always to the point
5. He/she must not volunteer unauthorized information over the phone
6. He/she should be courteous in order not to irritate callers on phone

Documents Handled by the Receptionist;

- a. **Visitors Book:** A visitor's book is used to record information about visitors, e.g. date and time of visit, name, business and residential address of the visitor, the office he/she wants to see purpose of visit and signature of the visitor. An example of visitor's book

Date	Name of visitor	Address	Whom to see	Purpose of visit	Time of visit	Time out	Signature
Sept 20 th , 2023	Ms Joy	No. 12 Wokoma street PH	School Admission officer	Admission	9:00.AM	11:15.AM	#####

- b. **Request Form/Slip:** Visitors fill the request form before they are allowed to see any officer. The form contains the name of the visitor, purpose of visit and the name of the officer he/she wants to see. An example Request Form/Slip

Date/Time	
Name of visitor	
Whom to see	
Purpose of visit (personal/official)	
Any previous appointment	
<div style="border-top: 1px solid black; margin-top: 10px;">Date</div>	<div style="border-top: 1px solid black; margin-top: 10px;">Signature of visitor</div>
Remarks/Comments	

- c. **Business Complimentary Card:** This is a card which shows some of the following: the name of the owner, profession or rank, his office/home address, office and residential telephone numbers. Where there is no request form in an office, the visitor may pass his or her business card to the officer he/she wishes to see through the receptionist.

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- d. **The Telephone Message Pad:** This is used to record telephone messages for officers who are not in the office for those who are busy when the calls came through. The telephone pad should be handled with care. Speak directly on the telephone mouthpiece on picking the telephone when it rings. Tell the call your identity i.e. your name and your department/establishment. E.g. Eleazar and ELEMEN Group of Company. Always have your pen/pencil ready.

Date
Name of caller
For whom
Message
.....
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Message taken by