

## **Chapter-26**

### **Aids for a receptionist**

#### **Worksheet**

1) A receptionist is a person who needs many attributes and skills. She is presentable, alert, polite, tactful and works efficiently with warmth and easy grace. In reference to the above statement mention the role and aids required for a receptionist.

2) "A receptionist has to be familiar with a great deal of information." List the information which a receptionist should always know and remember.

3) What do you understand by "receptionist aids", explain any 5 aids and explain them in detail with examples.

4) Name any 7 documents or forms which a receptionist constantly needs.

5) Why does a receptionist need important forms and documents with her/him all the time?

6) Read the following conversation and write down its analysis in around 150-200 words.

Receptionist: Good morning, Alpine trees Hotel. How can I help you today?

Customer: Hello, I would like to book a room for tonight, Friday, August 15th till the 23rd.

Receptionist: What kind of room would you like?

Customer: I would like a single room, please.

Receptionist: Please hold on I will check .... I am afraid we only have double room available. Tomorrow we will have a single room

Customer: OK that will do. How much for a double room?

Receptionist: Four thousand rupees including vat.

Customer: Are meals included in that price?

Receptionist: Yes, your breakfast and dinner are included and are served in our dining room.

Customer: That's great; I will take a double room for tonight and change to a single room tomorrow.

Receptionist: Can you give me your details so we can book your room....

7) Read the following conversation and write down its analysis in around 150-200 words.

Mr Kumar: Hello, can I talk to Mr Dua

Mr Sharma: He has gone out on business. Can I help you?

Mr Kumar: I am Kumar. All the goods supplied by your firm were delivered. However, some flower vases were broken. Please ask him if they will be replaced. Also tell him that I'll make the payment in two days' time.

Mr Sharma: I will inform him when he comes back and will ask him to get back to you.

Mr Kumar : Thank you.

8) Read the telephonic conversation between Rohit and Vivek. Vivek is going for his tuition class, so he leaves a message for Manav. Write his message in not more than 50 words.

Rohit: Hello! Could I speak to Manav?

Vivek: He is not at home. May I know who is on the line?

Rohit: I am Rohit, your neighbour.

Vivek: Rohit, I am Manav's elder brother, Vivek. How are you?

Rohit: I am fine. Could you take my message for him?

Vivek: Yes sure.

Rohit: Tell him that I need my science book as soon as possible. I have to make a school project. Also tell him to guide me for the project when he comes back.

Vivek: Ok, I will convey your message.

Rohit: Thank you, Bye.

9) Read the following conversation and fill in the blanks with suitable words.

Secretary: Good morning, XYZ Company, how..... I help you?

Mr. Singh: Hello, this is Vijay Singh. May I speak with Ms. Tania, please.

Secretary: I'm sorry, she is ..... of the office right now. May I take a message?

Mr. Singh: Yes please. This is.....

Secretary: And how can he.....?

Mr. Singh: At 9953876645.

Secretary: Was that .....

Mr. Singh: Yes, that's right.

Secretary: And may I tell him .....

Mr. Singh: Well, it a rather ..... matter.

Secretary: Okay. I will give him the message as soon as he .....

10) Imagine you have called somebody in office, and the person asks the following questions. How will you answer the following questions. Write down your own subjective answers for the following questions in about 80-100 words.

- How's your morning going so far?
- How's your day been?
- How's your day been going?
- How's your morning been going?
- How's your afternoon been going?
- Has your day been busy so far?
- My afternoon's been kind of slow. How's yours going?