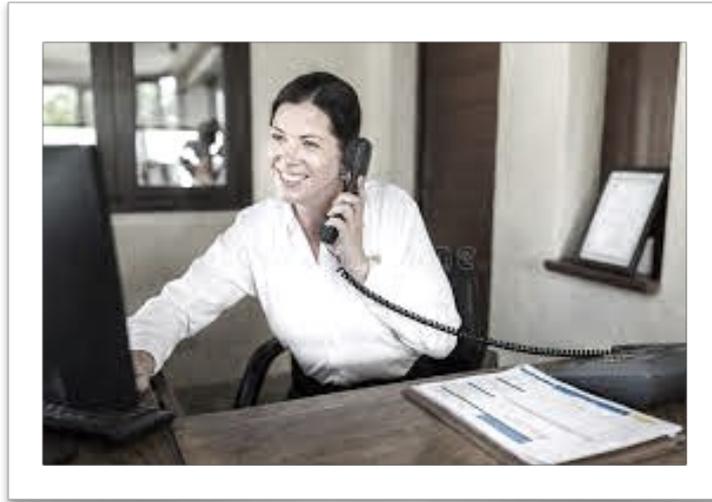


Chapter-30A ***Aids of a receptionist***



Summary

A receptionist must possess a wide range of qualities and abilities. He or she should be well-dressed, attentive, courteous, tactful, and hardworking. Anyone with an issue at work comes to him or her; therefore a receptionist must be well-versed in a wide range of knowledge. It is critical for a receptionist to have his or her assistance on hand.

Brochures, pamphlets, print material, airline schedules, train timetables, crucial forms and paperwork, and emergency contact information are among the receptionist's assistance materials.

Visual language is vital for a receptionist to know because it is needed for guidance and understanding the organization's layout.

Important points from the text:

For a receptionist, the following things should always be handy and available:

- Brochure, booklets, prints material carry important information about the organization, and it becomes easier for the receptionist to pass on the information.
- Flight schedules, railway time-tables, etc.- being a hotel receptionist or senior official's personal assistant he/she often has to answer enquiries about flight timings and rail journeys. He/she is often asked to make arrangements for the rail or air travel and for that he/she must be aware of the flight timings and schedules.
- Important forms and documents - receptionists need to keep a record of incoming visitors, their names, addresses etc. The register of callers is maintained by the receptionist and he/she should keep important forms and documents with himself/herself. Maintaining a file of important forms

and documents is mandatory as it helps the receptionist to do his/her job effectively and efficiently.

- Emergency services - a receptionist is required to tackle emergencies, so he/she should keep a record of all the emergency services and important numbers.
- Using visual language - it is important for a receptionist to learn and use visual language especially for directions. An accurate knowledge of the layout of the organization is important for the receptionist.

Important words from the text:

Aids: supporting material

Tactful: showing good skills in dealing with other people

Efficiently: sincere/ well-organized

Leaflets: pamphlet/ brochures

Accommodation: housing/ a room or a building where someone might live

Directory: a book listing individuals or organizations

Reckon: to consider or regard something

Evaluate us:

1. Why does a receptionist need to keep important forms and documents handy?
2. Mention some aids of a receptionist.
3. What do you understand by emergency services? Can you name few emergency services in your locality?
4. What is an emergency call? How can you make an emergency call? Write a conversation in your own words.