

# Receptionist

This interview guide is intended to be used in conjunction with the Verveo skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	<span style="background-color: #28a745; color: white; border-radius: 10px; padding: 2px 5px;">HIGH</span> <span style="background-color: #ffc107; color: white; border-radius: 10px; padding: 2px 5px;">MEDIUM</span> <span style="background-color: #dc3545; color: white; border-radius: 10px; padding: 2px 5px;">LOW</span>
Assessment Skills	Communication, Organised, Customer Service

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none"> <li>• Clear and concise communication written and verbally</li> <li>• Excellent phone manner</li> <li>• Comfortable having tough conversations with customers regarding payments or bookings.</li> </ul>
<b>Questions</b>	
	How would you handle a caller who couldn't understand what you were saying?
	Describe a time where your message was misunderstood. How did you rectify this?
	Tell me about a time where you had to communicate tough information. How did you handle this?
<b>Comments</b>	

Competency/Skill	Candidate with this will display
Organised	<ul style="list-style-type: none"> <li>• Can manage multiple tasks at once</li> <li>• Diligent in keeping records and administration</li> <li>• Strong time management skills and completes work within specific timeframes</li> </ul>
<b>Questions</b>	
	How do you like to organise your days if you were working on reception?
	How do you prioritise work when you have multiple tasks to juggle?
	How do you keep track of all of the tasks you have to do daily?
<b>Comments</b>	

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<b>Competency/Skill</b>	<b>Candidate with this will display</b>
Customer Service	<ul style="list-style-type: none"><li>• Prioritises customer service in all situations</li><li>• Maintains a positive demeanour even when customers are agitated</li></ul>

<b>Questions</b>	
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	Tell me about a time where you weren't able to help a customer. How did you manage this situation?
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	Describe a situation where you have maintained positive customer service to a customer or individual who was rude to you.
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	How would you demonstrate customer service in this position?
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<b>Comments</b>	
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