

# Receptionist

## **The work**

The receptionist is often the guest's first contact on arrival. As such the job is important and prestigious.

The work varies according to the size of the establishment. In a large hotel, where there may be a head receptionist and deputy receptionist, the work will mainly involve greeting guests and organising their check-in and check-out. In smaller hotels, the receptionist will also answer the phone, accept reservations, deal with queries and handle some of the office work. Receptionists also often have to have a sound knowledge on the local area, its attractions and facilities, in order to answer guest queries.

## **The person**

Receptionists must have a helpful and outgoing personality, and pleasant expression. Most hotels expect candidates to have a sound general education, at least a matriculation certificate.

This person must be willing to work shifts, including nights and weekends.

## **Appropriate national qualifications and learnerships**

These qualifications are offered in industry, by some Technical Colleges, and by private training institutions:

| <b>Qualification</b>                          | <b>Learnership</b>                            | <b>NQF level</b> |
|---|---|------------------|
| National Certificate in Hospitality Reception | National Certificate in Hospitality Reception | <b>4</b>         |
| National Certificate in Tourism: Reception    | National Certificate in Tourism: Reception    | <b>4</b>         |

