

A receptionist is often the first business contact a person will meet at any organization. It is an expectation of most organizations that the receptionist maintains a calm, courteous and professional manner at all times. Receptionists are responsible for making a good first impression for the organization, which can affect the organization's success

## **Receptionist**

1. Greet and welcome members/guests as soon as they arrive at the club
2. Direct visitors to the appropriate person and employee via call/paging
3. Answer, screen and forward incoming phone calls
4. Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms, brochures, etc.)
5. Provide basic and accurate information in-person and via phone/email
6. Receive, sort and distribute daily mail/deliveries
7. Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook/access cards, visitor entry)
8. Order front office supplies and keep inventory of stock
9. Update calendars and schedule meetings
10. Keep updated records of office expenses and costs
11. Collect payment print receipts and Generate access cards for new members
12. Upgrade/down grade membership as per management instructions
13. Upsell products or service like Merchandise, Supplements, energy drinks, etc.
14. Perform other clerical receptionist duties such as filing, photocopying, transcribing.