

JOB DESCRIPTION

Job Title	Receptionist – Front Office Services	Reports to	Facilities Manager
Works closely with	Operations, FM Team	Supervises	-
Department		Working Day/ Hours	Based on site specific

Job Summary:

- Receptionists must be smartly attired to project Client's Corporate image.
- Answer switchboard within 3 rings to all incoming telephone calls and ensure that all messages are directed to the right recipients.
- Perform reception service in an efficient, professional and courteous manner
- Greet, receive, inform and guide on-site visitors arriving at the main reception desk
- Welcome trainers and give them folders and meeting room keys. Issue trainers passes on confirmation of their identities. Give WiFi codes.
- Maintain a visitors/participants log to sign in and sign-out
- Arrange the host to receive their visitors
- Issue visitor passes on confirmation of their identities
- Provide administrative support such as photocopying, faxing, providing wifi codes, etc. to all visitors, guests, participants and trainers
- Managing relevant record and compliance to security procedures, and responsible for issuing ID badges and tracking and ensuring their return
- Make reservation as required for restaurant, order taxi, confirm airline tickets, etc. to all visitors, guests, participants and trainers
- Contribute to achieving strong customer relationships by focusing on responsiveness and communications as well as on meeting and/exceeding customer's expectation
- Mailroom Service - Receive mail from Singapore Post, courier services which will then need to be sorted for the occupants.
- Ensure the cleanliness and upkeep of the area/lounge to reflect the Client's Corporate image; if necessary, call the cleaning services
- Handle Help Desk on all user request
- To play a key support role in the delivery of client projects, including client liaison, contact with internal resource departments and external suppliers, and administrative work.
- Support Client's Event Management team with meeting room reservation and arrangements. Daily equipment check in conjunction with meeting room support.

Key Result Areas

- Prioritize tasks so that the most important work gets accomplished.
- Ensure that the highest standards of hospitality and welcome are demonstrated at all times on front desk
- Demonstrate that they can multi task effectively, be enthusiastic and positive in their nature and have an excellent telephone manner

Knowledge, Skill and Abilities Required

- Minimum 'O' level, Certificate
- Strong interpersonal relations ability, excellent oral and written communications skills
- Must be computer literate in Microsoft Office products (Word, Excel, Outlook)
- Able to work independently and interact well with people of all levels.
- Those who have worked in hospitality before will have an added advantage
- You must be pleasant and possess a friendly personality
- Good public relation and communication skills.
- Able to work independently with minimal supervision.
- Ability to demonstrate good judgment when dealing with clients and staff members
- Languages: English Fluent. Bilingual will be advantageous.

Please note that this job description is subject to change dependent on the overall workload of the department.

I acknowledge that I have received, read and sought clarifications of any questions I have about the content of this job description

Acknowledged by :

Name : _____

Signature : _____