

Receptionist Card



Overview

Anyone coming to the hub should be welcomed and provided with information on what the hub is for and what it can/can't provide. The reception needs to be located near the front of the hub and be easily identifiable.

Key responsibilities

- **GREETING** – Make sure that everyone is greeted and is directed to the location they require
- **REMAIN CALM** – Ensure that you remain calm to all queries and questions. Ensure that you are honest, if you do not know the answer to any questions, do say so
- **PROVIDE REASSURANCE** – Provide reassurance to any community members who require it
- **KEEP HUB TIDY** – Ensure the hub remains clean and tidy
- **MEDIA** – If any media arrive, refer them to the Supervisor

Key tasks



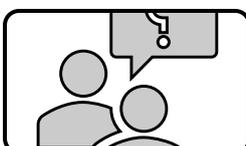
Greeting people

Be friendly and approachable and direct people to the areas or volunteers who can help with their query.



Stay calm

Expect people to be upset, emotional or frustrated, so remaining calm is vitally important as you are their first contact with the hub.



Be honest

If you don't know the answer, be honest and direct them to someone who might be able to help.