

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:

Qualification	Learnership	NQF level
National Certificate in Hospitality Reception	National Certificate in Hospitality Reception	4
National Certificate in Tourism: Reception	National Certificate in Tourism: Reception	4

