

Frontdesk Persona



Name: Nienke Verwaal

Occupation: Frontdesk helper/receptionist

Age: 28

Location: Rosmalen, headquarters of Heijmans

Work environment: desk in front of entrance

Traits:

- Friendly
- Patient
- Helpful/Assistive

Bio: As a receptionist Julia is always busy receiving clients, visitors and sending them in the right direction. When Julia is not receiving clients she is busy forwarding calls or making appointments for her boss.

Tasks:

- Giving visitors/clients a pass and sending them in the right direction towards their appointment.
- Making video calls to instruct visitors who are at a different location.
- Picking up phone calls and inform/help the people who call.
- Receiving packages

Needs:

- Needs to know who a visitor is. Their name is information they need for example. Sometimes also some sort of identification like a pass.
- Needs information about the company in case a client/visitor has a question.

Pain points:

Some visitors don't have the right identification with them. Nienke needs a way to identify them. Another pain point is that she can't always answer a question due to a lack of knowledge. In that case she needs to find the right documents to get the information she needs. This can take a while.