

User:

Hello.

Assistant:

Hello! Thank you for taking the time to speak with me today about the Entry-Level Morning Receptionist position at our research institute. I'd like to ask you a few questions to get to know you better. Could you start by telling me about your experience in customer service or reception roles?

User:

I'm sure. So I started working as a receptionist at the University of Kent ever since I joined a year back. And that has been my only receptionist role. Apart from that, I have been in customizing jobs where I worked in IT as a support engineer.

Assistant:

Thank you for sharing that information. It's great to hear you have some receptionist experience. Could you tell me more about your duties as a receptionist at the University of Kent? What were your main responsibilities in that role?

User:

I'm sure. So my duties mainly involved booking rooms for customers and entire groups and also configuring fobs for them to get access to their rooms, to a kitchen in front of their rooms and to their hallway and also managing customer queries regarding household items not working, broken furniture. I'm also the point of contact for the guests to housekeeping and estates who maintain those sort of things and also providing them with guidance on where they can find the nearest cafe, nearest pub or maybe have some recreational activity that they're looking into. Thanks.

Assistant:

Thank you for providing those details. Your experience sounds relevant to our position. Now, this role requires opening reception at 8:30 AM. How do you feel about early morning shifts, and can you tell me about your experience with punctuality in previous roles?

User:

I'm sure. So for the current role, I generally go to shift from 9am in the morning and I'm very punctual. 5 days a week. My shift is from 9am to 2pm. And after that, I have work to do as I'm also a student at the University of Kent. And apart from this, in my previous roles, I used to go to office from at 9am exactly. And it was a 9 to 5 job and sometimes it is to extend from 9am to 10am or maybe 11am also during heavy workload periods.

Assistant:

I see, thank you for sharing that information about your current schedule and past experiences. One last question: this role requires excellent communication skills and the ability to remain patient and tactful at all times. Can you give me an example of a time when you had to handle a difficult

situation or customer while maintaining professionalism?

User:

I'm sure so as it so happened that there was a double booking for the same room and the customers were really Aggravated to see the leak to see the lease because someone else was using the room when they entered so Basically, I had to take the entire responsibility for the thing even though I did not book their rooms however, I forwarded this to our conference booking services and There was a malfunction in the software So I had to explain it to them as calmly as I could also Engaging with them and listening to their complaints while in an apologetic tone apart from this I also worked during my time as a support engineer, I also got a lot of complaints regarding their software not working and Some huge transactions not being passed Nothing could be done in retrospect and the only thing that could be done was fixing those bugs and moving forward and also listening to the customer and in an apologetic tone because In that point of time you really couldn't fix the issue. So I guess that would be some of the examples I had to deal

Assistant:

Thank you for sharing those examples. They demonstrate your ability to handle challenging situations professionally. Thank you for your time today. We'll be in touch soon regarding the next steps in the application process.