

**User:**

Hello.

**Assistant:**

Hello! Thank you for taking the time to speak with me today about the Entry-Level Morning Receptionist (Part Time) position at our research institute. I'd like to ask you a few questions to learn more about your qualifications and interest in this role. Could you start by telling me why you're interested in this position?

**User:**

Yes, sure. So I've been working as a part-time receptionist at the University of Kent for a year right now. And I think I'd be qualified in a customer-facing role such as this. Previous to this, I've also worked as a support engineer in big tech companies such as Ingram Micro and TCS, where I had to face customer queries from clients regarding whether the software is working or not. And I'll be graduating the University of Kent in two months, and after that I'm looking for a job in Cambridge, and this happens to be the perfect thing lined up for me.

**Assistant:**

Thank you for sharing that background. It's great to hear about your relevant experience. Could you tell me more about your availability? This position requires opening reception at 8:30 AM and working until 12:45 PM, Monday to Friday. Would you be able to commit to these hours?

**User:**

Yes, sure. After I graduate from university, I will have permission to work 40 hours a week. And apart from that, I am very punctual. Currently, my working hours are from 9 a.m. to 2 a.m. 2 p.m. My bad. And previously, when I worked as a tech support engineer, my working hours were from 9 a.m. to 5 p.m. Sometimes it extended from 9 a.m. to 10 p.m. depending on heavy workloads. And I was able to deliver to those times. And I think I will be able to deliver for the part-time receptionist role at Cambridge.

**Assistant:**

I see, thank you for that information. This role requires excellent communication and interpersonal skills. Can you give me an example of how you've demonstrated these skills in your previous receptionist or customer service roles?

**User:**

I'm sure. I think the most important customer service or speaking skills come into focus when the customer is agitated. So one such example would be double booking the same room for two different customers. This happened one time when I was at reception even though I was not responsible for that particular booking. So the customer was very angry at the situation and when they approached reception they wanted to get answers. However, I had to take the responsibility on myself and had to have a very apologetic tone when dealing with the customer and to kind of show

them that this was an error with the booking system itself not with the reception. And eventually they understood and we were able to book a new room for them. And one such situation from my time as a support engineer would be when I initially joined the role I did not know the layouts of the entire application or the pitfalls of the application I was working on and I had a really high or tense call with a customer since their transactions were not processed at a specific date. I had to get help from my senior support staff and also convince them of the technical difficulties why they could not do and there was nothing that could be done at the moment and if they allowed us two days of time we would enable the transaction and that this would not happen in the future. And the customer was convinced and they continued to use our software from there on. So these are the two circumstances that come into mind when dealing with customers in a very efficient and responsible and apologetic way to cool them down.

**Assistant:**

Thank you for sharing those examples. One last question: this role requires proficiency with computer systems. Could you briefly describe your experience with various software or systems you've used in your previous roles?

**User:**

I'm sure. I worked as a support engineer in Big Tech for one year. I also worked as a software developer for the last four years of my professional career. So I'm well-honed in programming skills such as Python, Java, using frameworks such as Django and Spring. I'm also well-honed in using Microsoft Word, Microsoft Excel, and in my current receptionist role, we use a software called Kinetics to book specific rooms and also configure fobs so that the customer has access to their room, hallway, and kitchen, and only their specific room, hallway, and kitchen and not to others. So I would say I'm pretty well-equipped to deal with computer programs.

**Assistant:**

Thank you for your time today and for sharing your experiences and skills. We'll be in touch soon regarding the next steps in the application process.