

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 learn more about your qualifications and interest in this role. Could you start by telling me what attracted you to this position?

User:

I'm sure I have reasonably good customer communication skills and I've been working At the reception in the University of Kent for the last four months previous to this I have some work experience as a support engineer handling queries from clients

Assistant:

That's great to hear about your experience. Could you tell me more about your availability for the morning hours of 8:30 AM to 12:45 PM, Monday to Friday? And would you be able to occasionally cover some afternoon hours during holiday periods?

User:

Yes, sure, why not. I already work in a similar vein in the University of Kent where I have variable working hours. It can range from 9 to 2 or it can range from 12 to 4. And I also work on Saturdays or Sundays sometimes.

Assistant:

Thank you for that information. As this role involves being the first point of contact for the Institute, could you give me an example of how you've handled a challenging customer service situation in your previous experience?

User:

So it happened one time that a particular room was double booked for a customer and double booked for two customers and the person who came in last was pretty angry reasonably because there was someone else in the room. This was due to a fault in the system and even though I did not book the room I had to take responsibility as the only reception is there and I had to approach it in an apologetic manner where the customer was still angry and I had to calm them down and eventually the customer settled down and understood my point that there could be nothing done currently and I had to give them a separate room for the night or for their entire stay rather and yes so I would say this is one of the challenging circumstances that I had to overcome when dealing with customers.

Assistant:

Thank you for sharing that experience. One last question: This role requires excellent organizational

skills and the ability to multitask. Can you describe how you prioritize tasks when dealing with multiple responsibilities?

User:

Usually I would go to solve high priority tasks at first since I can't multitask. I think that's the key of multitasking is prioritizing tasks first. So I would say any high priority tasks like immediate bookings would go first in the list and second would be like bookings let's say to one week from now but a huge group coming in so I would have to prioritize like even one person coming in right now instead of preparing for a huge group coming in so that we don't jeopardize the custom service of one customer based on a future reward I guess.

Assistant:

Thank you for your time today and for sharing your experiences and approach to the role. We appreciate your interest in the Entry-Level Morning Receptionist position. You'll be hearing from us soon regarding the next steps in the process. Have a great day!