

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 the role. Could you start by telling me what attracted you to this position?

User:

Yes, so I needed to make some quick money and I also have some experience as a receptionist working at the University of Kent. I guess the combination of those two.

Assistant:

I see. Thank you for sharing that. Could you tell me more about your experience as a receptionist at the University of Kent? What were some of your main responsibilities in that role?

User:

I guess some of the main responsibilities was listening to clients complain and sorting out their complaints Making keychains not keychains fobs for guests To lead them to the specific room to help For them to have access to the specific kitchen and always and you know, hmm nothing else

Assistant:

Thank you for sharing those details. Can you describe a situation where you had to handle a difficult customer or resolve a complex issue while working at the reception desk?

User:

Yeah, a customer came complaining that there was someone else in their room because it was double booked and they were screaming and so I didn't do the booking and yeah, I had to face the consequences, but you know I made them understand that it wasn't my fault and they should raise the complaint somewhere else.

Assistant:

I see. Thank you for sharing that experience. Our receptionist role requires excellent communication skills and the ability to multitask. Can you give an example of how you've managed multiple tasks or priorities simultaneously in a professional setting?

User:

Yes, so during my work at reception I do generally get a lot of free time when there are no guests that are coming in. So in this instance I do work on a lot of personal stuff such as writing my dissertation. So in one such instance if a guest comes in I have to prioritize booking the room or creating a for-for the guest and not do my work. So that would be one instance when I multitask or

prioritize something more valuable.

Assistant:

Thank you for your time. We'll be in touch regarding next steps in the hiring process.