

User:

Hello.

Assistant:

Hello! Thank you for taking the time to speak with me today about the Entry Level 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. Shall we begin?

User:

Yes, please.

Assistant:

Great, let's get started. Could you tell me about any previous experience you have in customer service or reception roles?

User:

I've been working part time at the reception here at the University of Kent. So I do have a total of three months of experience as a receptionist.

Assistant:

That's relevant experience. Can you describe some of your main responsibilities in that role?

User:

Sure, so my main responsibility is programming key fobs for guests so that they can have access to their rooms and their kitchen spaces as well as their halls and also book guests for specific rooms if they are available. Also to answer any guest queries and also to make sure coordinate between housekeeping and guests in case there is any problem with the rooms and coordinate with guests and estates in case there is any broken furniture or broken doors in the room. Apart from that, yeah I would say that encompasses everything that I work on.

Assistant:

Thank you for sharing that. How do you handle situations where you need to multitask or work under pressure?

User:

Generally I have another receptionist working with me when the amount of guests checking in are huge. However, in case I'm working alone, I generally try to focus on one thing at a time even though it means keeping a guest waiting. I prefer to satisfy, mostly satisfy one guest before attending to another. Yes, so that's how I go with being under pressure as a receptionist.

Assistant:

I see. Could you give an example of how you've maintained confidentiality in your previous roles?

User:

I'm sure so for example, I live here in the University of Kent and I have housing accommodations and since I'm a receptionist I have access to the information of all the guests in all the rooms including their names, email IDs, etc And who are to move in to specific rooms and apartments So for instance if some of my friends ask me that are rooms available I applied for my I had my application pending is my application to stay at work next year I'm not sure if I've been approved or rejected or who will stay in my room Even though I have all the information to myself I still have to maintain some sort of confidentiality Not some sort of that pretty good confidentiality level in my opinion That I don't divulge this information to my friends

Assistant:

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