

User:

Hello.

Assistant:

Hello! Thank you for taking the time to speak with me today about the Part-Time Receptionist position at the University of Edinburgh. 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 currently work as a part-time receptionist at the University of Kent and I'm looking to transition into... I mean, I'm looking to move to Edinburgh and this would be a good fit for me since I already have the experience.

Assistant:

That's great to hear about your current experience as a part-time receptionist. Could you tell me more about your specific duties in your current role and how they might relate to this position at the University of Edinburgh?

User:

Um, sure. Currently I'm in charge of programming fobs to take guests, sorry, currently I'm in charge of programming fobs to allow guests to have access to specific rooms. I also have to connect guests with housekeeping if they have any problem or to attend any other problems they might have, such as shortage of bed sheets, fans, air trials, etc.

Assistant:

Thank you for sharing that information. It sounds like you have relevant experience with guest services and access management. For this role at the University of Edinburgh, strong communication skills are essential. Can you give me an example of how you've handled a challenging communication situation with a visitor or staff member in your current position?

User:

Sure, so there was a case of double booking where I was left to attend to the customer even though I did not book them and they were pretty angry when they got to their room and found someone else in their room and the best I could do was calm them down and explain to them that this was a fault of the system and not any particular individual and then I had to contact conference in charge of bookings to get them a separate room. Yes, so this is how I handled it.

Assistant:

I appreciate you sharing that example. Thank you for your time today. We'll be in touch soon regarding the next steps in the application process.