

Norbury Manor  
Business & Enterprise  
College *for* Girls



Business &  
Enterprise

# Year 8 Student Receptionist Pack

Name :

Form :

Date :

# Year 8 Student Receptionist Duty.

## CONGRATULATIONS !

Now that you have successfully completed your Customer Services Training, you have been selected to be a Year 8 Student Receptionist for the day !

You will be the first person that any visitors meet and they will take away an impression of the college based on how you behave towards them and how seriously you take this role.

As part of this role you will be responsible for :

- Meeting and greeting any visitors to the college.
- Assisting the College Reception Staff.
- Running errands.
- Administrative tasks.

In fact you could be asked to carry out a wide range of duties.

During the day you will have classwork to do in the times when you are not busy acting as a Student Receptionist. This work can be found in this booklet and there is plenty to keep you busy.














































































You will also have access to a wireless laptop to help you with your work. Because the laptop is wireless, you can access the internet to help you with any research you might need to do for your lessons, you just need to log on in the normal way and save your work to either a USB pen or to the college network as you usually do.

While you are working in Reception, you will be closely monitored by the Office Staff and at the end of the day we will ask them to fill in an evaluation of how well you have worked. You can read the evaluation form at the back of this booklet to see what sort of things they are going to be looking for ! If you have a good evaluation then you may be invited back to work in reception later in the year.

### What do I do now ?

- Leave your bag in your locker.
- Report to the Front Office and introduce yourself to the Receptionist on duty..
- Bring with you your usual writing equipment for the day.
- Complete a name plate for your desk and wear your "Staff" badge.
- Take your place at your desk in the foyer of the Reception.
- Complete the "Personal Evaluation" at the start of your Reception session, you will do this again at the end of the day to show the new skills you have learned or developed.
- Collect your laptop and begin working through the booklet of work provided.
- Each time you complete a task, fill in the Receptionist's Duty Log.
- Get your evaluation completed at the end of the day.

# RECEPTIONIST SELF EVALUATION

Look at the list of questions below and circle the face that applies at the start of the day and then repeat this exercise at the end of the day.	START OF DAY				END OF DAY		
	POOR	OK	GOOD	GREAT	WORSE	SAME	BETTER
How well organised am I ?							
How well do I make decisions ?							
How do I rate my leadership skills ?							
How good am I at problem solving ?							
How reliable am I ?							
How well do I persevere ?							
How well do I show initiative ?							
What is my level of confidence ?							
How do I deal with adults ?							
How well do I present myself ?							
How well do I follow instructions & how good are my listening skills ?							





# Staff Evaluation Sheet

Tick one box next to each statement to give your opinion of how the Student Receptionist has worked today.	<b>1</b> (v. poor)	<b>2</b> (poor)	<b>3</b> (satisfactory)	<b>4</b> (good)	<b>5</b> (excellent)
Politeness & good manners.					
Tidy uniform and appearance.					
Helpfulness.					
Ability to work unsupervised.					
Ability to work with adults & college visitors.					
Overall, how well did they work today ?					

Please make any comments you wish about this student to help to improve their performance :

Would you be happy to recommend this student for a second duty ? **YES / NO**

**Signed :**

**Date :**