

10. What characterize a good receptionist from your point of view?

Hint: One can approach this question in three different ways. If you want good, but typical answer, you can list strengths that characterize good receptionist. To such strengths belong good communication skills, enthusiasm for the job, responsibility, detail oriented personality etc.

If you want to go one step further, you can **talk about benefits a good receptionist** can bring to the hotel/company. In this case, you should stress what a **good receptionist achieves in their daily job**, e.g. satisfied customers, guest that return to the place to spend money again, etc.

Alternatively, you can summarize these characteristics into a single sentence, as you will see in the third answer.

Sample Answers:

- *Good receptionist is polite, enthusiastic, and friendly. They smile on the guests and proactively look for opportunities to help the people in the office.*

- *Good receptionist makes the guests to leave the hotel with smiles on their faces, and to share great reviews on travelers' websites. And most importantly, they make them to come back again, should they have their way to the city again.*

- *Good receptionist maintains the best possible level of guests' satisfaction and deals with their daily duties with enthusiasm.*