

# Receptionist

Alternative titles for this job include Medical receptionist, front of house, doctor's receptionist

Receptionists are the first point of contact for visitors to organisations.

## Average salary (a year)

£12,000 Starter

to

£21,000 Experienced, although this can rise further in some organisations and through responsibility

## Typical hours (a week)

38 to 40 a week

## You could work

evenings / weekends / bank holidays - on shifts



## Future Employment

There will be 14% fewer receptionist jobs in 2023 in our local area

-14%

1. How to become
2. What it takes
3. What you'll do
4. Career path and progression
5. Current opportunities

## How to become a Receptionist

You can get into this job through:

- a college course
- an apprenticeship
- working towards this role
- applying directly

### College

Getting a college qualification may be helpful. Courses are widely available and include:

- Level 1 Award in Salon Reception Duties (beauty and hairdressing)
- Level 1 Certificate in Business and Administration (office administration)
- Level 2 Certificate in Front of House Reception (hospitality and catering)

- Level 2 Diploma in Reception Operation and Services (hospitality and catering)

### **Entry requirements**

You'll usually need:

- 2 or fewer GCSEs at grades 3 to 1 (D to G) for a level 1 course
- 2 or more GCSEs at grades 9 to 3 (A\* to D) for a level 2 course
- 4 or more GCSEs at grades 9 to 4 (A\* to C) for a level 3 course

### **Apprenticeship**

You could get into this job through a hospitality team member intermediate or advanced apprenticeship.

### **Entry requirements**

You'll usually need:

- Some GCSEs, usually including English and Maths, for an intermediate apprenticeship. 4+ grade 9-4s for an advanced apprenticeship

### **More information**

- [apprenticeships.gov.uk](http://apprenticeships.gov.uk)

### **Work**

You could start as an admin assistant in an organisation, for example by doing temporary work, then apply for a permanent job as a receptionist when a vacancy becomes available.

### **Volunteering and experience**

Volunteering is highly valued if you want to apply for receptionist jobs.

### **Direct application**

You may not need any formal qualifications to apply directly for work as a receptionist.

Some employers will prefer you to have a good general education, with GCSEs and IT skills.

### **Further information**

You can find out more about becoming a receptionist in hospitality from:

[www.hospitalityguild.co.uk/a-career-in-hospitality](http://www.hospitalityguild.co.uk/a-career-in-hospitality)

### **What it takes**

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## Skills and knowledge

You'll need:

- the ability to work well with others
- to be thorough and pay attention to detail
- administration skills
- patience and the ability to remain calm in stressful situations
- the ability to accept criticism and work well under pressure
- sensitivity and understanding
- customer service skills
- excellent verbal communication skills
- to be able to carry out basic tasks on a computer or hand-held device

## What you'll do

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### Day-to-day tasks

Your day-to-day tasks may include:

- greeting visitors and directing them to the correct person or department
- managing the visitors book and giving out security passes
- answering enquiries in person, by phone and email
- managing a room booking system and keeping rooms tidy
- dealing with incoming and outgoing post and deliveries
- arranging appointments and updating records on databases
- taking payments and handling invoices

### Working environment

You could work in a reception area, in an NHS or private hospital, at a fitness centre, in an office or in a hotel – the opportunities are endless.

### Career path and progression

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With training and experience, you could move into a senior receptionist, senior administrator or personal assistant (PA) role.

In a GP surgery or health centre, you could train to become a medical secretary or a practice manager.

Reception experience can also lead into many other face to face or customer service roles.