

## Job description for Front Desk Receptionist

a. Job Title	:-	Front Desk Executive
b. Gender Preference	:-	Female Only
c. Age Preference	:-	20 to 25
d. Pay Structure	:-	15 to 20
e. Reporting to	:-	Management

### JOB BRIEF

A Front Desk Receptionist's duties and responsibilities include Customer Service, Administrative Duties, Communication and Coordination, Front Desk Management, Customer Satisfaction and Feedback and Reporting

#### 1. Customer Service

- **Greeting Visitors:** Welcome customers and guests warmly and professionally upon arrival.
- **Answering Inquiries:** Provide accurate information about services, products, and procedures. Understand the purpose of visiting guests and schedule a meeting with the concerned person.
- **Service Appointment Management:** Schedule, confirm, and manage service appointments.
- **Customer Support:** Assist with basic troubleshooting and direct customers to the appropriate department.

#### 2. Administrative Duties

- **Data Entry:** Accurately enter customer details, service requests, and other relevant information into the system.
- **Billing and Payments:** Prepare invoices, process payments, and issue receipts.
- **Documentation:** Maintain organized records of customer pending enquiries, interactions, service histories, and complaints.
- **Inventory Monitoring:** Track accessories stock and pantry requirements and coordinate replenishment.

#### 3. Communication and Coordination

- **Internal Communication:** Relay customer requests and concerns to technicians or service staff.
- **Follow-up Calls:** Notify customers about service progress, completion, or delays.
- **Handling Escalations:** Direct unresolved issues to supervisors or senior staff for further assistance.
- **Upselling and Cross-Selling:** Suggest additional products or services to enhance customer value during waiting time.

#### 4. Front Desk Management

- **Workspace Maintenance:** Keep the front desk area clean, organized, and presentable.
- **Equipment Handling:** Ensure the proper functioning of phones, computers, and office equipment.
- **Safety and Compliance:** Follow security and safety procedures while maintaining confidentiality of customer data.

#### 5. Customer Satisfaction and Feedback

- **Problem Resolution:** Address and resolve minor customer complaints efficiently.
- **Feedback Collection:** Solicit customer feedback on Google Business and take permission to record a short video of client comments for service improvements.
- **Enhancing Customer Experience:** Deliver exceptional service to ensure customer loyalty and satisfaction

#### 6. Reporting

- **Daily Activity Logs:** Prepare and submit daily reports on service centre activities and customer interactions.
- **Incident Reporting:** Document unusual incidents and escalate critical issues to management.
- **Customer Requirement:** Prepare and submit a list of customer queries and requirement

#### Skills & Qualifications Required:

- Strong interpersonal and communication skills
- Strong English communication. Both verbal and written
- Organizational and multitasking abilities
- Proficiency in customer relationship management (CRM) systems and office software
- Problem-solving and conflict resolution skills
- Customer-centric approach with attention to detail
- Persuasive selling and negotiation abilities
- Professional phone etiquettes
- Ability to work under pressure.
- Qualification must be 12<sup>th</sup> Plus
- At least 1 year of experience in upfront customer dealing