

# Front Desk Officer Interview Questions And Answers Guide.



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# Front Desk Officer Job Interview Preparation Guide.

### Question # 1

What is Front Desk Officer?

#### Answer:-

Front Desk Officer is also Receptionist.

Receptionists hold a key role in any organization. In fact, they are the face of their company which is why their work is very sensitive. More often than not, visitors, guests and customers make up their minds about an organization after meeting the first representative; this is why receptionists are hired following a lot of scrutiny.

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### Question # 2

What are Job Duties of Front Desk Officer?

#### Answer:-

Front Desk Officer perform many important tasks at the front desk of an office. They answer telephones and relay messages. They also greet customers and visitors and provide them with information. They work in different settings including businesses, hospitals, private clinic and hotels. Particular duties depend on the individual settings that they work in although most tasks remain the same in the majority of organizations.

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### Question # 3

What are typically Job Duties of Front Desk Officer?

#### Answer:-

Typically, Front Desk Officer direct visitors to the right department/person, manage emails and correspondence and also perform a host of administrative tasks such as data entry, filing and light bookkeeping. Receptionists are required to possess a high school diploma at the very least - formal education is not usually required. They need to be great at managing stress and time effectively and their decision making skills need to be sound as well.

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### Question # 4

List some interview tips for Front Desk Officer?

#### Answer:-

- \* Dress formally and appropriately; casual dressing is not allowed.
- \* Reach to interview place 15 minutes ahead.
- \* Turn off your cellular phone before entering into the interview room.
- \* Make sure that you know the interviewer's name. You can find out the same from the front desk personnel.
- \* Bring at least two extra copies of your resume.
- \* Bring a list of at least three professional or educational references.
- \* Be confident; use body language and make an eye contact with the interviewer and the panel.
- \* Don't criticize your previous companies / employers
- \* Read your resume while sitting in the waiting room. It would help you remembering your qualifications and work history.
- \* Don't show rigidity on salary expectation. Instead, show your strong willingness to work on the salary per employer's policy.
- \* Always send a thank you note to the interviewer within 2 days after interview.

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### Question # 5

What do you know about our company?

#### Answer:-

You provide highly trusted and reliable recruitment services to businesses of several industries. Your head office is located in Salt Lake City with 5 branch offices operating across 3 US states. You have been awarded with the number 1 rank in the recruitment services providing companies by the Utah State County for the last two consecutive years.

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## Front Desk Officer Interview Questions And Answers

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### Question # 6

Describe your job background and future goals in thirty seconds?

#### Answer:-

I had been working as a receptionist for two years. I learned and developed numerous secretarial, customer service and front desk skills through my jobs in different work environments. After serving in the role of receptionist for some years, I would like to get a job of more responsibility such as a supervisor or office manager.

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### Question # 7

What makes a receptionist's work meaningful?

#### Answer:-

A receptionist's work is probably the most fulfilling in any company. Providing excellence in customer services and presenting a positive face of the company on a front desk makes a receptionist's work meaningful.

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### Question # 8

What interested you in our company?

#### Answer:-

I have been following the success of your company for many years. I believe that It would provide me ample opportunity to make the most of my skills while maximizing the efficiency of your reception area.

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### Question # 9

How do you describe yourself?

#### Answer:-

I am a thorough professional. While I know that it is important to be friendly in my job, I also know my limitations and I ensure that I would adhere to them.

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### Question # 10

What is your greatest strength?

#### Answer:-

I am easily reachable. This means that I do not put customers or visitors off. I know how to control their moods. Also, I am a great problem solver and can handle even the worst of irate customers.

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### Question # 11

What is your greatest weakness?

#### Answer:-

I am not particularly skilled at conducting group presentations, but I am improving this skill with the passage of time. (A group presentation task is not directly related to a receptionist's job. It is just an honest weakness which is not essential for success for receptionist's job.)

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### Question # 12

How would your co-workers describe you?

#### Answer:-

I am confident that I would be considered as a patient, friendly and hardworking individual among my coworkers. In fact, these are my inborn personality traits rather than a part of my job.

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### Question # 13

Have you had experience of maintaining visitor log?

#### Answer:-

Yes. This includes manual register log as well as the automated thumb scanner's log maintenance and verification.

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### Question # 14

What basic office equipment can you operate and use?

#### Answer:-

Printers, scanners, PC, thumb scanners, photocopiers, graph plotters, shredders, telephones, cash counters and rings.

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### Question # 15



## Front Desk Officer Interview Questions And Answers

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Why do you think we require good customer service ability from you?

**Answer:-**

Because, as a receptionist, I will be the first point of contact between your company and the stakeholders, clients and customers. My customer service ability will set the first impression of your company. With my brilliant customer care expertise, I will be able to maintain strong professional relationships with the clients/customers to increase recurring business and maximize client base.

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**Question # 16**

Did you managed to add the value to your role as a receptionist in your previous position? How did you do it?

**Answer:-**

As a matter of fact I did. I worked with the belief that one should perform outside his or her job description at times. I have proved to be instrumental in three marketing campaigns of the company by providing excellence in support services.

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**Question # 17**

How much you are proficient in QuickBooks?

**Answer:-**

I am well trained at using QuickBooks. I have hands-on experience of processing payrolls using it.

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**Question # 18**

Tell us about your technology skills?

**Answer:-**

I am computer proficient. I can manage popular databases and have the capacity to learn reception and CRM software quickly. I can also perform light bookkeeping activities using spreadsheets and Quickbooks.

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**Question # 19**

Do you enjoy interacting with the public?

**Answer:-**

My work as a receptionist requires that I interact with the public on a constant basis. I enjoy it immensely as I get to know new people of different backgrounds on a daily basis. Assisting them gives me great joy and makes my job fulfilling.

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**Question # 20**

How much weight can you regularly lift and carry?

**Answer:-**

Around 50lbs.

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**Question # 21**

You will be required to type numerous documents created by the employees. Whats about your typing skills?

**Answer:-**

I possess ten-key typing ability and my typing speed is approximately 60 words per minute with accuracy.

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**Question # 22**

How to maintain manual attendance records in times of non-serviceability of the automated system?

**Answer:-**

By getting a print out of the employee list and marking their presence with time and date as soon as the arrive or by taking their signatures on it for verification and recording daily attendance on an excel sheet.

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**Question # 23**

Can you operate multiple line telephone exchange?

**Answer:-**

Yes! I can manage multi switch PABX.

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**Question # 24**

How to handle irate visitors or customers? Give us an example where you managed to handle one in a successful manner?



## Front Desk Officer Interview Questions And Answers

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### Answer:-

I believe that arguing with an irate customer is fruitless. I listen to them and try to work out a resolution. There was a particularly angry customer who demanded to see the manager of the company that I was working for. He barged in, banged his fist on my desk and yelled the place down. I asked him calmly if I could assist him and he said no. I requested him to sit down and lower his voice so I can understand his concern properly. He explained his predicament calmly, I took appropriate steps to resolve it and he went back calmly!

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### Question # 25

How long would you expect to work for us if you are hired?

### Answer:-

I would want to be employed here in different capacities over the years. Since I don't see much chance of saturation, I am sure I would be here for a long time!

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### Question # 26

Which skill is the most important for a receptionist's position? Why?

### Answer:-

I believe that good people and communication skills are the most important as a receptionist is always in contact with people. A receptionist must be comfortable when meeting people and answering questions especially where customers or visitors from diverse backgrounds are concerned.

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### Question # 27

Do you believe in popular belief that a company is judged by the first representative who portrays it?

### Answer:-

Yes! I do believe in this. While I think that the cliché "first impression is the last impression" is a bit unfair, it fits where the professional world is concerned. People take one look at the reception area or have the first word with a receptionist and they make up their minds about the company. Since there is nothing personal here one has to comply with this rule.

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### Question # 28

What traits should a receptionist possess and what makes you suitable for this job?

### Answer:-

A receptionist gives out the first imprint of the company or organization so he or she should have a pleasant personality along with strong ability to deal with people from varied backgrounds in a polite and helpful manner. Time management and task prioritization are two core elements needed for the job. I have proficient organizational skills and I'm quite comfortable interacting with people. I also have good verbal and written communication skills which render me fit for this job.

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### Question # 29

What do you think are the basic tasks of an office Front Desk Officer?

### Answer:-

Key tasks of a Front Desk Officer include correspondence sorting, front desk handling and serving as a point of contact for incoming clients.

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### Question # 30

Do you feel comfortable in working alone or in a team environment?

### Answer:-

I am more comfortable working with coworkers. I get along well with other team members. I have good leadership skills and am able to motivate others. Having great attention to detail I am good at implementing office policies and procedures to the book and guiding others in the same. On the other hand, when the need arises, I can deal with things independently equally well.

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### Question # 31

Are you familiar with the VOIP and EPABX?

### Answer:-

Yes, VOIC stands for Voice over Internet Protocol. It is an inexpensive way to make phone calls using the internet. EPABX is a business telephone multiline exchange system. I have used both these systems in my previous company.

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### Question # 32

How can you handle stressful weekdays and situations or customers that caused you stress?

### Answer:-

No job comes without stress. If you are a good organizer and planner you can manage things in an efficient way minimizing the levels of stress. Whenever I faced a stressful event or day I became more resilient and better able to handle the same situation next time, which helped me in meeting the deadlines. To beat work stress I relax and recharge myself for over the weekends.



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### Question # 33

What type of hardware and software have you used in your previous office?

#### Answer:-

I used copier, scanner and fax machines. I'm quite competent in MS Office suite and always willing to learn about new software. Being fully computer literate I offer a typing speed of about 60 words per minute with minimum errors.

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### Question # 34

How do you keep your daily schedule organized?

#### Answer:-

I maintain a diary to manage daily appointments, the executive's travel schedule, organizing of conferences and meetings. I keep the whole record on PC as well. I use calendars and put up reminders to keep myself organized.

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### Question # 35

Have you ever come across an extremely stressful situation and felt burnt out? What do you do?

#### Answer:-

Working as a receptionist, one encounters many difficult situations. I must admit that I have felt burnt out many times during my seven year long career. But this is inevitable and one gets used to it after a while. To handle this, I try not to look too much into the situation and start afresh the next day. It always works.

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### Question # 36

What you do when you are asked question by a customer or a visitor that you have no answer for?

#### Answer:-

It is not possible to answer everything every time. If I do not know the answer to something, I simply ask the customer or visitor to wait so I can find out and provide him with the correct answer. I see no shame in asking help for something I do not know.

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### Question # 37

How would you coordinate meetings?

#### Answer:-

- \* By maintaining an appointment calendar and using Outlook or the company specific portal for managing correspondence
- \* Calling the respective personnel for the meetings/appointments confirmation and reminding the management about them
- \* Organizing the meeting/conference halls while making sure everything required is functional for example the projector
- \* Communicating and adjusting any particulars about the meetings (e.g. time/date) with consultation of the management will be another integral part of meeting coordination.

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