

Receptionist Interview Questions And Answers Guide.



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Receptionist Job Interview Preparation Guide.

Question # 1

What do you feel is the most important skill that is required of a receptionist?

Answer:-

As far as my experience tells me, the most important aspect that is required of a receptionist is to be comfortable with meeting and interacting people from diverse backgrounds.

A receptionist is actually the first image of the company that a person is presented with. Therefore, it is required of a receptionist to be always of a cheerful and pleasant disposition.

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Question # 2

What softwares are you comfortable with when it comes to office documentation and office administration?

Answer:-

I am comfortable with all the mainstream office documentation software that is used on a consistent basis today. Other than that, I am technologically savvy to get quick hands on experience of any software that may be used by the company that I have applied for.

This can be followed by a brief list of office documentation software that you are comfortable with.

[Read More Answers.](#)

Question # 3

Have you ever worked in a stressful organization? Did you ever come across a situation where you really felt the stress and really needed distressing?

Answer:-

I have not switched a lot of jobs in my time. I have worked in only two companies in six years, but just one of them was a real stressful job. However, I enjoyed it and was very comfortable working in such a livewire situation.

Yes, I did feel overwhelmed with the work, but those situations were few and far between. During these times, I would plan my weekends better, so that I could undergo some distressing programs that would make me better equipped to face the work days.

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Question # 4

What kind of office administration hardware have you used, and what is the level of expertise that you have using these machines?

Answer:-

I have used all the machines that would be in the use of a receptionist in an everyday office. The machines that I have used extensively are the EPABX, the Copier, the Scanner and the Fax. I used the PC extensively in my previous job. Since the company had its offices on a global level, I was also part of a process where VOIP was concerned. Apart from using these machines, I am quite qualified to handle the client side servicing like installing any necessary software, device drivers, emailing, voice mail or integrating commands into the PC, mobile or other machine related to office administration.

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Question # 5

The typing speeds of a secretary are quite important for their profile. What is your speed when it comes to typing in a word processing software, what are the error levels that you have?

Answer:-

I have a typing speed of around sixty words per minute. I can achieve this speed with about ten percent error levels. I used to prepare documents related to the office work at this speed almost every day as this was one of my key responsibility areas.

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Question # 6

What is your work experience as Receptionist?

Answer:-

I have ample experience in this field. In my previous organization I used to schedule booking and maintain up to date confident guest files, organize local tour and



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activities of hotel guests, supervise front desk staff, troubleshoot and resolve problems, handle telephone inquiries, manage customer relations and provide exemplary services.

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Question # 7

What qualities are required to become a good hotel receptionist?

Answer:-

A good hotel receptionist should possess strong organizational, interpersonal and communicational skills. He or she should be trustworthy, ethical, discreet and committed toward work. A successful receptionist should be detail oriented, resourceful, confident and multitasking.

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Question # 8

Why do you want to join our hotel?

Answer:-

Research is very necessary for answering this question. The answer should be given with sincerity and relate it to your long-term career goals. You can say that working in an organization which is one of the best in the business like yours makes me feel proud. There is a vast possibility of promotion under hard work within your hotel.

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Question # 9

What are some of the aspects that you like about the job?

Answer:-

This question is basically planned to know your comfort and satisfaction levels with the job. You have to tell various positive aspects which you like about this job. Just state sufficient reasons as to why this job appeals to you.

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Question # 10

Why did you leave your previous receptionist job?

Answer:-

This is a very sensitive question. Never abuse or disregard your previous employer. You can politely answer this question by saying that there was no growth scope in my previous hotel that is why I left it. I am looking for a hotel with long term growth opportunities. You have a brand name and I think I will get an excellent growth opportunity in your hotel.

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Question # 11

What are your strengths?
What are your weaknesses?

Answer:-

No answer is posted for this question

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