

INTERVIEW PRACTICE

COMMON RECEPTION INTERVIEW Q'S

Everyone gets nervous when attending a job interview. The best way to avoid nerves is to prepare in advance and practice answering questions.

Whenever you head into an office or contact a business, the chances are you will have spoken with the Receptionist. Whilst you have put together an eye-catching resume and show stopping cover letter, it is time to ace your interview!

The best way to do that is to anticipate some of the questions that might be asked during the interview, and practice ways in which you can answer them. Some questions will be based around your strengths or weaknesses are, but others can be trickier to answer.



Below is a list of some of the most common interview questions that are asked of Receptionists:

- Tell me about some of your responsibilities as a Receptionist?
- How many people worked in the front of house team?
- Who did you report to?
- How many call lines were you managing at once?
- Roughly how many calls were you taking each day?
- How many visitors came to reception each day?
- How many people would come through reception on an average day?
- How did you prioritise your workload?
- How would you handle a situation where you are on the phone, but someone has walked in to Reception?
- What was your process for meeting and greeting new clients?
- What did your standard day look like?
- How did you handle difficult people face to face?
- How do you keep yourself organised and ensure you complete all your tasks?
- Have you had to support multiple direct managers before?
- What software have you had experience using?



- What do you think the best qualities of a receptionist are?
- Tell me about a time you have had to manage multiple tasks, how did you ensure they were all completed efficiently?
- Tell me about a time you have had to assist multiple stakeholders?
- Are there any other parts of your role we haven't discussed?
- Why do you want to work here?

These are just some of the questions that could be asked of you when interviewing for a front desk role.

The best way to answer each of these questions is authentically and honestly. Use the STAR method (Google it if you aren't familiar with it) and provide real-life examples to respond to questions that ask you to give examples.

Practice always makes perfect!