

RECEPTIONIST

When customers arrive, often tired and weary, the welcome they receive from the receptionist sets the tone for the duration of the stay. Get this right, and you're on track for a great customer experience.

Opportunities

If you have a friendly attitude and a winning smile, this role may be for you. Qualified receptionists can secure work in many settings including hospitals, doctor and dentist surgeries, businesses and schools. Hotel reception desks are usually open 24/7 so you must be prepared for shift working, early starts, late evenings or even night shifts. Receptionists can earn between £12,500 and £14,500, while Shift Leaders can earn between £15,000 and £19,000 and Front of House Managers can earn from £24,000 upwards depending on the size, location and star rating of the hotel.

You might earn up to £30,000 or more if you work for a luxury hotel or spa.



Requirements

You generally do not need any formal academic qualifications however most employers like to see GCSEs (A-C), particularly in English and maths, and administration, secretarial and IT skills will also be useful. Even more crucial are an outgoing, confident and pleasant personality, a smart appearance, good spoken and written communication skills, a cool head under pressure, the ability to be courteous but firm when dealing with difficult, impatient or distressed people, and good organisational skills.

Apprenticeships



Hospitality Team Member Apprenticeship



Team Leader Apprenticeship



Customer Service Practitioner Apprenticeship



Business Administrator Apprenticeship



Hospitality Supervisor Apprenticeship

Career Progression

Front Office Apprentice

Hotel Receptionist

Head Receptionist or Shift Leader

Front of House Manager

General Manager