

Year/Level: 12

Subject: Office Technology

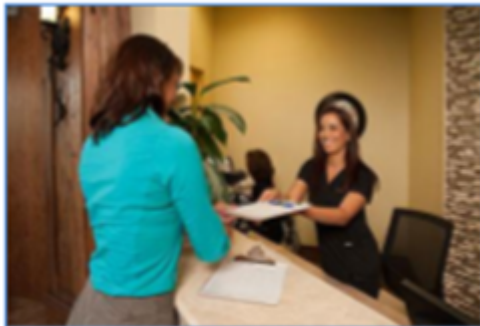
Strand : 3	SECRETARY IN AN OFFICE
Sub Strand : 3.1	OFFICE ADMINISTRATION
Content Learning Outcome	At the end of this chapter, students should be able to <ul style="list-style-type: none">• describe the roles and qualities of a secretary• discuss the secretary's relationships in the workplace• demonstrate the procedures of receiving visitors in an office

Receiving Visitors

- As the person seated behind the front desk of your office, you are in control of visitor's first impressions of the company.
- The office should be attractively furnished and designed in every way to impress the visitor.

Types of Visitors

- The first impression visitors' gain of an organization is influenced by the manner in which they are received at the reception office.
- The office itself should be attractively furnished and designed in every way to impress the visitor and the receptionist must possess the necessary personal qualities and business skills to greet all callers pleasantly and efficiently.



The three types of visitors to the office are as:

- 1. Those expected (with appointments)**
 - Customers/clients transacting business
 - Representatives from other businesses
 - Applicants for jobs
 - Visitors from different countries and cultures
- 2. Those expected (without appointments) who provide regular services**
 - Couriers making deliveries and collections
 - Maintenance and service workers
 - Family members or close relatives of the employer
- 3. Those not expected (without appointments)**

- People making enquiries about products/services
- Customers making complaints
- Sales representatives from other businesses
- People from charity organizations asking for donations

Procedures for receiving visitors in an office:

The protocol for receiving all types of visitors must always be the same.

- Stand to greet elderly visitors.
- Receive and welcome visitors promptly, pleasantly and courteously.
- Give them your undivided attention, use their names frequently.
- Attend to the visitors and do not leave them waiting for very long.
- If you have to introduce your visitor to your employer or any staff member, clearly pronounce names, title and the organization he/she is representing.
- If you are with a visitor and there's a phone call, excuse yourself to the visitor, attend to the call, put the caller on hold or return to the call later, and deal with the visitor.
- Screen callers so that you are able to gather information on the reason of his/her call.

Screening calls means to put the customer on hold and decide whether to put the call through or not.

Activity

1. Explain the three types of visitors to the office.
2. What is the protocol for receiving visitors in the office?
3. What is meant by screening callers?