

## LIST OF THE DOCUMENTS HANDLED BY THE RECEPTIONIST

The following documents are handled by the receptionist to enhance effectiveness and proper record keeping.

- a. visitors Register/book
- b. Business card
- c. Request forms/visitors slip
- d. Telephone pad/note book
- e. Telephone directory.

## MEANING OF VISITORS REGISTER

This is a book a receptionist presents to visitors to fill in, in order to get necessary information about the visitors. The visitors register/book contains the following: Date, name of visitors, where he/she is coming from, purpose for coming, annual time, signature and departure time.

## IMPORTANCE OF VISITORS REGISTER/BOOK

1. Helps to get in touch with the visitors for interrogating if the needs arises i.e helps for security purpose.
2. Helps the organization to know the number of the visitors that comes in and out of the organization each day.

## DEFINITION OF BUSINESS CARD AND THINGS DOES BY BUSINESS CARD

Business card can be define as a small piece of paper or cardboard on which is printed the person's name, business name and address, designation of the person in the organization and phone numbers.

Business card is one of the most valuable networking tools you have in your quest for advertisements and increased referral. Also Business card si the most powerful single tool, you can invest in.

## IMPORTANCE OF BUSINESS CARD

1. It informs people about your name and the name of your Business
2. It provides prospects contacting you for business.
3. It gives others a taste of your work, style and personality.
4. It can be so attractive or charming that is sticks to the memory like a great radio or television programme.

## MEANING OF REQUEST FORM/VISITORS SLIP

This is a document in which the visitors indicate the name of the person he/she want to see in the organization. It is a form of request fill by the visitors to be permitted to see a staff in the organization if the slip is approved, then the visitor will be allowed to see the staff.

## DEFINE TELEPHONE PAD/NOTEBOOK

This is used for recording or jotting down information by the receptionist, when answering or making phone calls. It is a document designed in such a way that the

receptionist will have the telephone message for the department or person within the organization. After receiving telephone message, the pad/slip is given to the person concerned by a messenger.

### EXPLAIN THE MEANING OF TELEPHONE DIRECTORY

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Telephone directory is a booklet in which telephone numbers of customers or subscribers or the members of the organization are written. The telephone code to each department or outside organization is written on the directory. It makes the receptionist to have easy access to any department or person through the phone. Also, telephone directory is a document which contains the current and update name, address and phone numbers of the business associates of the organization.

The receptionist should always update the directory with new business associate and any change in phone numbers or contact address.

### ENUMERATE THE STEPS IN ANSWERING TELEPHONE CALLS

The following are the summary of the right techniques for answering telephone calls:

1. He/She must be prompt: It is efficient and courteous, and reduces the time that the line is engaged.
2. Must be pleasant: Answer pleasantly in a well-modulated tone of voice, because your voice will register your attitude.
3. Must be clear: Talk directly with the mouth piece i.e above half an inch from your mouth.
4. Give address of your organization after greeting.
5. Be prepared i.e you should have your recording materials close at hand.