

# Ben Harold

## Receptionist

### AREAS OF EXPERTISE

*Keyboard skills*

*Office software*

*Administration*

*Reception skills*

*Equal opportunities*

*Filing systems*

### PROFESSIONAL

*RSA II*

*Can speak French*

*First Aid qualified*

### PERSONAL SKILLS

*Enthusiastic*

*Communication skills*

*Superb customer service*

*Punctual*

### PERSONAL DETAILS

*Ben Harold*  
*34 Anywhere Road*  
*Coventry*  
*CV6 7RF*

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*DOB: 12/09/1985*  
*Driving license: Yes*  
*Nationality: British*

### PERSONAL SUMMARY

Well presented with exceptional customer service skills, and the ability to provide an effective reception and switchboard service. Experienced in working under pressure in a quick paced fast moving environment and able to receive guests on arrival in a friendly, helpful and approachable manner.

Able to be a integral member of a administrative and clerical team, and can follow instructions and also have a willingness to learn. Currently looking for a suitable receptionist position with a progressive company.

### WORK EXPERIENCE

***First Line Insurance Company – Coventry***  
RECEPTIONIST June 2008 - Present

Working within a reception environment providing a telephone answering, admin and reception service as well as organising the post, welcoming visitors and providing hospitality towards guests and clients.

#### ***Duties:***

- Answering all incoming calls / emails and re-routing them to relevant parties.
- Meeting and greeting visitors ensuring they are signed in and inducted.
- Opening, distributing, collecting and taking the post.
- General administration duties, photocopying, filing etc.
- Dealing with any enquiries at the reception.
- Data entry onto internal systems.
- Reporting any problems to the office manager.
- Dealing with car park requests and hospitality requirements.
- Ensuring that the reception area is tidy and clutter free.
- Monitoring stationary stock and reordering when required.
- Operating a computer system and switchboard.

### KEY SKILLS AND COMPETENCIES

- Excellent telephone manner.
- Can offer a warm & friendly greeting to visitors.
- Smart, presentable appearance.
- Ensuring a efficient running and operation of the Reception Desk.
- Good organisation and prioritisation skills.
- Self motivated, proactive & hardworking.
- Ability to listen and anticipate.
- Fully aware of all Health & safety legislation relating to office work.
- Experience of arranging month end invoicing on the SAGE System.
- Good IT skills Word, Excel, Email and Internet.
- Accept and adhere to the need for strict confidentiality.

### ACADEMIC QUALIFICATIONS

HND Administration & Office Technology  
*Nuneaton College 2005 - 2008*

A levels: Maths (A) English (B) Technology (B) Science (C)  
*Coventry Central College 2003 - 2005*

REFERENCES – Available on request.

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