



handle
recruitment

**HAVE YOU
CONSIDERED
A CAREER
FRONT OF
HOUSE?**

this is what you
could be doing...



Intro...

Whether you're looking to enter a new industry, or needing a social role that puts you at the forefront of a company's people-facing operations - a role within front of house could be your calling.

In this guide, we cover the skills you'll need, what your day-to-day could look like and the potential career paths.

You don't need a university qualification for front of house, and there is a good chance that you've been in a role before that has given you the skills you need.

Most customer-facing roles that involve organisation, maintaining information and answering phones will provide you with the skills needed to start a role front of house.





FRONT OF HOUSE




Where can this role take you?

As a receptionist, you have direct access to department leaders and managers within the business. Building good relationships with your colleagues will mean you are able to put yourself forward for vacancies, and have an understanding of what's required.

For example, if you are working front of house for a media company, you will find it easy to transition into a project assistant role - utilising a lot of your existing skills and your knowledge of the business and clients. However, there's no reason you can't transition into creative role, sales roles or more office management.

The key is to assess your skillset, and learn about each department to see what you would like to do.





I started working in reception when I was 18, quickly moving onto a team secretary role before I relocated from New Zealand to London when I was 24. My first job in London was for a charity as an office administrator which was a great introduction to London work life.

From there, I went to work at a giftware wholesaler as a sales administrator but quickly worked out I wasn't a salesperson. What I did know, however, was that I wanted to work for a large company in the creative industries, preferably music. I took a risk and left without a job lined up as I was unhappy and did temporary reception and office admin roles until I landed an interview at a major record label. I got the job, which was a great first step into the industry, and it ticked all my boxes.

As much as having relevant experience is key, letting your personality shine through is just as important. Building relationships in the industry is essential, everyone knows everyone. Get involved as much as possible, get to know the people working in the industry and ask questions. Always treat people the same no matter what level they are.

Siara Lewis

EA to CEO



DAILY TASKS



Managing and scheduling appointments, meetings and calendars for key business staff



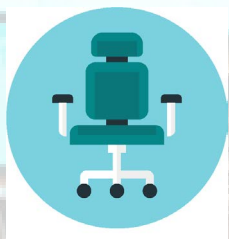
Greeting clients and customers entering the building, and direct them to where they need to be



Managing accounts, processing invoices and transactions, calculating costs for outsourced materials



Answering phones, clarifying information for customers and analysing data to answer queries



Maintaining the office space and ensuring it is presentable for visiting clients

WORKING HOURS

Your working hours will differ based on the company. Typically, office-based receptionists will be on site from 9-5/6pm Monday to Friday, with the occasional later stay should there be an event, or special circumstance.

HOLIDAY ALLOWANCE

This will differ based on the contract - full-time receptionists can expect 28 days holiday as standard, while part-time receptionists will have less.

BENEFITS AND PERKS

It's not uncommon that a receptionist role will entitle you to discounted gym memberships, employee referral schemes and bonuses, on-site parking, subsidised food, travel and medical cover based on the scale of company.



MY STORY

by **Lucie Thomson-Watson**
Receptionist (Temp & Perm)

Because I didn't attend university, I felt I didn't have enough qualifications to apply for roles. I knew what industry I wanted to work in but not exactly which role, so I went and started looking for practical experience on reception to work my way up.

Coming from a retail background, it was the perfect role to introduce me to corporate/office life in terms of basic office etiquette - sending emails, answering phones, operating a switch-board etc.

The job itself is never really too difficult and quite easy to grasp the basics. Once you've done one receptionist role, you would be confident being a receptionist anywhere.

If you're in an office building where the reception is relatively near people's desks, you build great relationships - from greeting your colleagues to helping them with small stuff and being the person for them to chat to in a relaxed way.

If you don't plan on staying in this role long-term and are hoping to progress in the company, building relationships at this stage is integral to learning more about the company, how it works and which department you might see yourself in in the future.

In my last role, I worked very closely with the Operations team, as the PA to the VP of Ops was my manager, so it was a natural progression to Ops from reception. I was promoted to Operations Support Assistant, and then further on to Operations Executive where I gained project management experience working alongside the Operations Project Manager. With that project management experience, and having built relationships from being on reception, I was then offered a role as Project Assistant in Design & Construction (having no prior construction experience!)

If you're looking to succeed in this role, always offer help where possible. Be welcoming, affable and smile. Try to learn as much as you can when you are asked to support different teams. Always be friendly to guests, and leave a great impression. Be patient, and when people are having a bad day, don't take it personally.



MUST-HAVE SKILLS

COMMUNICATION

As a receptionist and member of the front-of-house staff, your role will involve communicating with all departments of the business, as well as customers and clients. This means your written, as well as verbal skills, need to be on point. Taking down messages and being able to point someone in the right direction requires knowledge and clarity. Put simply; know your stuff, and how to communicate it.

CUSTOMER SERVICE

Aside from communicating with company staff, a lot of your role will involve liaising with customers and people that don't work for the company. This means you will be representing the company as the first point of contact. Being personable, with the ability to communicate helpfully and knowledgeably is key to succeeding in his role, and representing the company in a positive light.

ORGANISATION

A modern office interior with large windows, indoor plants, and a person working at a desk. The scene is bright and airy, with natural light streaming in from the windows. The office has a clean, minimalist aesthetic with wooden floors and contemporary furniture.

Your role is to make sure the office runs smoothly, and you'll be dealing with important information every day. Be sure you're able to manage your workspace to avoid losing track of documents and important company assets.

TECHNICAL SKILLS

While this will vary from company to company, proficiency in excel, word, email, and office is a necessity. As you will be using these programmes for nearly all tasks, you'll need to familiarise yourself with them or gain expertise in them to ensure you can manage a front-of-house role.

MULTI-TASKING

As your role will serve the priorities of staff, as well as customers and clients, you will need to be able to maintain various bits of information at once, and handle different tasks on the go. Between phone calls, meetings, administration, and customer service, good time management and adaptability are both crucial skills.

TOP TIPS

GET TECH SAVVY

“The more familiar you are with Microsoft Office, organisational platforms to help your workspace, and time management tools to balance your workload. Even if you only use a few tools for your role, you can always utilise new platforms to improve efficiency.”

MAKE PEOPLE SMILE

“As simple as it sounds, use pleasantries and listen carefully to the requests of your colleagues or customers. You are there to represent the company, and if you’re easy to get along with, work becomes a lot easier.”

NOTES, NOTES, NOTES...

“Your role will involve a lot of information given to you at different times. Always keep a notepad handy, learn to paraphrase, and keep information digestible - for you and your colleagues.”



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