

Receptionist



Cluster: Business, Management, and Administration

Content Area Integration: Social Studies, ELL

Background Information:

Receptionists answer phones for companies, forward calls, and give information to customers and the public. They greet customers and other visitors at work places. They also do other clerical duties as well, such as keep appointment calendars, use computers to type and process documents, or sort mail.

Objective:

Students will gain an understanding of the work of a receptionist and how a receptionist contributes to a community.

Hands-on Activity: Ear to the Ground

Ask the students if they have heard the expression have an ear to the ground? Discuss how this expression means you must pay close attention to everything going on around you. Explain that there is a career that requires just this. Show them a picture of a receptionist in the work setting. Explain how a receptionist must be aware of everything going on in the organization. He/she knows important meetings that will be taking place, coordinates deliveries, organizes travel arrangements for staff, answers phone calls, and sorts the mail. Also, the receptionist is the first person most customers, or clients, meet at a business.

Have the students share where they may have seen a receptionist at work. Give the students a piece of paper with an ear drawn on it. Underneath the ear have them complete the following sentence starter: A receptionist must keep their ears to the ground because.....Conclude by showing the picture of a receptionist from the **I Can Be... Series**.

Materials:

Paper with drawing of an ear with a sentence starter for every student

Journal:

Students will record whether they would like this job or not. Students should be encouraged to expand on their choice by drawing a picture and/or writing an explanation.

Independent Learning Center Activity:

- **Appointment Calendar:** Provide a blank calendar for one month. Ask the students to record special school and family activities on the appropriate days.
- **Telephone Manners:** Have the students create a list of appropriate telephone manners.
- **Office Picnic:** Have the students imagine they are a receptionist. Ask them to prepare a note for the office staff giving them all the details about an upcoming office picnic.

Workplace Connection:

Visit a local business and have the receptionist explain how he/she helps the company do their daily business.

Evaluation/Comments:

Receptionist



What I like about being a receptionist is

What I don't like about being a receptionist is

Who do I know in my community who is a receptionist?

Why is it important to have a receptionist in your community?
