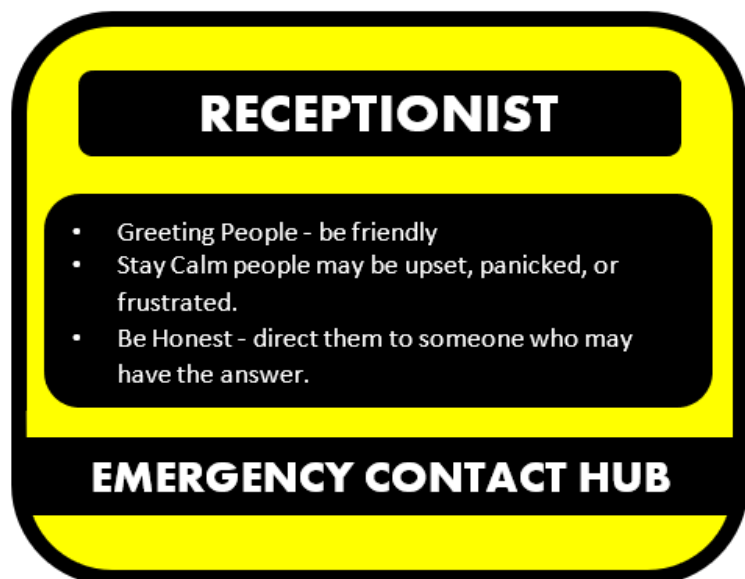


# Receptionist

Anyone coming to the hub should be welcomed and provided with information on what the hub is for and what it can/can't provide. The reception needs to be located near the front of the hub and be easily identifiable.



## Key Tasks



### Greeting People

Be friendly and approachable and direct people to the areas or volunteers who can help with their query.



### Stay Calm

Expect people to be upset, emotional or frustrated, so remaining calm is vitally important as you are their first contact with the hub.



### Be Honest

If you don't know the answer, be honest and direct them to someone who might be able to help.