

General Receptionist/Front Desk Checklist

Use this checklist and complete each one of these processes everyday to ensure your front office runs smoothly.

- ☐ Welcome, assist, and direct visitors properly
- ☐ Check each visitor into your office
- ☐ Answer phone calls and direct them to the right person
- ☐ Provide necessary information to guest or to staff whenever needed
- ☐ Monitor the visitors assets as security awareness
- ☐ Check for, send and receive messages through every communication devices, including fax machines
- ☐ Answer phone promptly and with always a warm greeting
- ☐ Response to all emails promptly and with useful and correct information
- ☐ Maintain and organized all company files
- ☐ Sort mail and distribute accordingly
- ☐ Support executive staff whenever needed
- ☐ Set and schedule all appointments and conferences
- ☐ Manage all schedules and all appointments
- ☐ Book all travel and travel arrangements. Coordinate meetings with hotels.
- ☐ Monitor, Maintain, Organize, and order all offices supplies
- ☐ Maintain and schedule appointments for all office equipment
- ☐ Assist with documents (copy, scan, fax, copy-write, create)
- ☐ Take lunch orders and promptly order food
- ☐ Organize and order food orders for all meetings
- ☐ Clean and set up conference room (tea, coffee, water, etc)
- ☐ Clean front of office whenever needed