

# Receptionist

## What do I do?

- I answer the phone and respond to emails.
- I book patients in for their appointments.
- I send letters and use the computer.

## What am I like?

- I am friendly and welcoming.
- I can follow instructions.
- I can confidently use the phone.



## What next?

- You may need work experience or volunteer experience in the NHS.
- You may need a Level 1 qualification (Functional Skills L1 or GCSE G-D / 1-3 grade).
- There are often apprenticeships available, such as level 2 Business Admin or Customer Care.