

New survey shows the receptionist remains essential for business

ATLANTA, GEORGIA, US, June 19, 2023 /EINPresswire.com/ -- Despite advances in office technology and hybrid working, the role of the traditional receptionist is still alive and well, according to a new [survey](#) outsourced communications company, [Moneypenny](#), in which 72% of the US facilities managers surveyed* confirmed they still have a receptionist at their office, and 83% also believe they will still have one in five years' time.

However, those without a dedicated receptionist said that they now use either 'contactless' tech-based check in for visitors (54%), their security team (47%), anyone who is available (40%), a junior member of staff (40%), or a combination of several of these methods, which could be damaging for first impressions of a business if there is a lack of consistency.

In those businesses that do still have a receptionist, the survey suggests the role has changed significantly, as 56% said the reception role has expanded over the last five years and 48% said the role is less paper-based, using more technology instead.

The survey shows that receptionists are being called on to perform a multitude of tasks rather than just answering calls, with their top responsibilities being:

- Welcoming guests (50%)
- Answering calls (48%)
- Supporting other departments (37%)
- Diary management (34%)
- Managing post (34%)
- PA duties (29%)
- Room booking (22%)



A busy receptionist

Arranging lunches (19%)

The survey suggests that a benefit of the broadening of tasks a receptionist performs is that, far from the role being a job with no prospects for advancement, it is increasingly leading to lateral moves to other areas of a business such as:

- Administrative assistant (48%)
- Office manager (46%)
- HR assistant (43%)
- Customer service representative (43%)
- Project manager (35%)
- Broader facilities/concierge (31%)
- Sales and marketing (31%)

Comments from the survey respondents back up this finding, showing a respect and belief in the role:

'I believe the receptionists are still looked upon as helpful, as of nowadays computers have taken over a lot of physical jobs, but I believe a lot of people still rely on the human aspect of work'.

'I feel receptionists are really valuable people in any organization and they deserve to be respected.'

Richard Culberson CEO North America at Money Penny commented: "We were pleased to see that the importance of the receptionist role is still acknowledged by the vast majority of our survey respondents, as first impressions are so important for a business. Let your receptionist be brilliant and give their role the attention and respect that it deserves. They are the critical first impression of your business, after all. We'd advise any business to recognise the true value it adds and if they don't have the resource available, to consider outsourcing to companies that can provide a dedicated service from specially trained professionals to support their in-house receptionist."

Money Penny:

Money Penny is a global leader providing phone answering, receptionist teams, live chat and customer contact solutions and is a trusted partner to large and small businesses. Money Penny has an award-winning culture and over 1,250 employees across the US and UK. It handles over 20 million calls and chats for thousands of businesses and blends awesome people superpowered by leading-edge tech solutions to deliver seamless customer engagement outcomes.

Money Penny is proud to have been part of the '100 Best Companies to Work For' seven times and be recognised as a Great Place To Work (GPTW)

For more information, visit www.money Penny.com/us

Survey commissioned by [Censuswide](#) – May 2023 <https://censuswide.com/about-us/>

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