

Front Desk Receptionist Practice Test Questions and Answers

1. What is the most important skill for a front desk receptionist?

- A) Technical expertise
- B) Excellent communication and customer service skills
- C) Advanced computer programming
- D) Financial analysis

2. How should a receptionist answer the phone professionally?

- A) "Hello"
- B) "Good [morning/afternoon], [Company name], this is [your name], how may I help you?"
- C) "What do you want?"
- D) Just pick up without saying anything

3. What should you do when dealing with an angry or upset visitor?

- A) Argue back
- B) Ignore them
- C) Listen actively, remain calm, and try to resolve the issue or escalate appropriately
- D) Call security immediately

4. What information should be maintained confidential at a front desk?

- A) Office hours
- B) Company address
- C) Visitor logs, employee schedules, and sensitive company information
- D) Public phone numbers

Answers: 1-B 2-B 3-C 4-C

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