Areva China Headquarter

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Playing as the Wind Direction and Bridge as the Receptionist in the Cross-culture Administrative Management

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Playing as the Wind Direction and Bridge as the Receptionist in the Cross-culture Administrative Management

1, Introduction

Being one receptionist as my first job since entering the career market in May 2011, I feel nearly everything in AREVA Office is fresh and interesting during my first several working days. Followed by my interest and curiosity, the heavy pressure brought by the job itself really became one big challenge next several weeks. So what is urgent for me is to deal with all kinds of tasks and problems related with the main responsibility of the position correctly and efficiently with the kind support and help of my good colleagues in the administrative department, which has been treated as one persistent work goal in the following days. This is my psychological process in my last job which continued only for eight months.

However, when everything finishes day after day, is there some other more meaningful thing left in my brain which is brought by the job itself together with pressure, nervousness, tiredness and satisfaction? I have thought about it for several times, and gradually the outline of my feeling is becoming clearer and clearer, which could be described from the following aspects: first, from the macroscopic view of my company, the receptionist can serve as the wind direction of the company’s important policy or change; Second, from the microcosmic view of my company, the receptionist could be treated as the bridge to satisfy our internal and external colleagues’ certain work requirements by communicating with them, office service providers and potential customers frequently and fully in daily job.

2, serving as the wind direction of the company’s important policy or change

It is well known that the receptionist can enjoy the unique chance to meet nearly all of the employees in the company and their business partners for certain visits due to its geographic position, what is closely accompanied by it is she can easily notice almost every small change or improvement of the business in any professional department by providing necessary service for them earlier than any other department. So what you should do next? Keeping silent for everything before it is finally confirmed. From my point of view, keeping yourself alert and calm is the most important and should be put at the first priority anytime in any circumstance.

3, being treated as the bridge to satisfy our internal and external colleagues’ certain work requirements

As one important and necessary part of the administrative department, the receptionist
is always playing the role of service provider for our internal colleagues, external colleagues, our current customers and the office service providers. So how to communicate with them efficiently so as to maintain the friendly relationship with them and satisfy their reasonable specific requirement is the main task for me to do everyday. I think I should treat them different according to their certain role in my work as below:

**For our current customers**, if they ask for help by phone, I should speak with them warmly and politely to get the main purpose of their call. If their request is reasonable and clear, transfer the call directly, and if they really know nothing, reject them politely and firmly.

Second, they come to the office, I should also talk with them politely with smile and connect with their certain colleague quickly for their arranged visits, and guide the way for them if necessary.

**For our internal partners**, they usually ask for help by call or face to face, I should understand their meaning clearly first and ask if they need specific help, then handle the task efficiently once the information is complete.

**For our external partners**, as they are usually my foreign colleagues who are usually worried about a lot of things caused by being not quite familiar the policy and circumstance of China, I should make brief introduction patiently and clearly at first by email or call seldom, then provide what they need once the information is available.

**For our service providers**, the most vital is to put yourself at the same position with them instead of as the owner and them as the servant. Generally speaking, everyone is eager to get the others’ respect whoever he is, so making friends with them is the best way to maintain the best relationship with them.

3,Conclusion

What is discussed above is my true feeling obtained from my last eight-months job experience. Although it looks so simple without providing some vivid examples, it really needs you devote all of your attention and energy to do it well together with your intelligence. I think my thought will become deeper and more complete regarding the recognition of the job as the days go by and firmly feel my career in the near future will be more and more brilliant with good teamwork with more and more excellent colleagues.