

Willow Wood Volunteer Role Description

Volunteer Role	Volunteer Reception		
Location:	Hospice		
Role Description			
<p>Our Receptionists are generally the first point of contact for visitors to Willow Wood Hospice, so it is crucial you are approachable, friendly and can offer a free smile to everyone that walks through the doors. It can get quite busy – phones ringing, cash to be taken in the shop, appointments to book in, phone calls to make! If this sounds like fun then this could be for you!</p> <ul style="list-style-type: none"> • Greet People coming into the Hospice with a smile • Open up Reception and Reception shop • Ask people to sign in and out • Answer incoming calls and internal calls • Transfer messages to relevant staff/ volunteers • Take telephone messages • Use the franking machine for outgoing post • Accept donations to the Hospice • Ring round other Receptionists when slots need to be filled • Read the memo files • Close Reception and Reception shop at the end of the shift • Sell new goods within the Hospice Retail Shop • Provide good customer service in a friendly and helpful manner • Direct patients/relatives to the relevant department within the Hospice 			
Date Updated:	November 2018	Name:	Lisa Pye

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Company Name