

Web: www.verbatim-cc.co.uk

Email: sb@ThePhoneAnsweringService.co.uk

Tel: 01635 573 208



Spotlight on: Lorna Noakes, Receptionist

You're Verbatim's newest member of staff. How long have you worked for the team at Verbatim?

I've been here two months now, although it seems like longer because everybody is so friendly that you can't feel like the new girl for very long! Before I came here, I was working in administration for a specialist dental studio. My job included phone work but it was very different to what we do here, of course.



Have you done virtual reception work before?

I haven't, although responsibilities at my previous job did include phone work. I actually knew an existing Verbatim member of staff who told me about what the company does. It seemed perfect for me - right place and right time!

How would you describe Verbatim's service?

It's a reception service: we offer a lot more than just a call-centre. We work across the spectrum of reception duties and our aim is to be polite and efficient in whatever we're doing.

What do you like about working here?

It's such a nice friendly atmosphere. Like I said earlier, I felt like as if I was part of the team straight away - and that's pretty unusual. Normally you feel like the new person for ages!

What gives you the most satisfaction about your work?

It's nice to feel that the caller is being treated with respect because of what you're doing. If you're polite, you (almost always!) get a polite response, and I enjoy that.

Are you from Newbury?

I'm not - I was born in London but grew up down in Somerset. My siblings are still there, in the same town, which makes for some great holidays. I particularly love going there in winter and walking along the coast. I've got two grown-up children and my daughter, who lives near me, has four children. My grand-children are now getting to the age when they want to come and visit by themselves, which is lovely for me as I enjoy spending quality time with them. Apart from spending time with family and going on holiday, I like getting out and about, socialising and going to the cinema. My husband's got an allotment which seems to produce vast amounts of veg, so an on-going challenge is finding ways to use them up!

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