

Web: www.verbatim-cc.co.uk

Email: sb@ThePhoneAnsweringService.co.uk

Tel: 01635 573 208



Spotlight on: Hayley Ryan-Receptionist

I understand you're the new girl!
How long have you worked for
Verbatim and where were you before?

I joined at the beginning of July, so I've been here nearly four months now. Before I joined Verbatim I was an administrator for a company in Thatcham, where my role involved HR, payroll and reception work.

Have you done virtual reception
work before?

Not like we do here, although I have worked on reception inhouse in the past. In fact, I've been on the phone in all my previous jobs. It's different here, though, as we provide a reception service for lots of different clients.

How would you describe
Verbatim's service?

I'd say we are a receptionist service. From the callers' point of view, I honestly can't see the difference between an inhouse receptionist and us. We sound just the same - if not better, as we are trained professionals with specific qualifications!

What do you like about
working here?

The team are brilliant and everyone is really nice to work with. In the past I've been used to working on my own but, here, there's always got someone to talk to, whether I'm on the phone or not. It's interesting work and a challenge to convincingly come across as belonging to each company. Then there are extra challenges such as being able to tell what's a sales call and being extra nice to the VIPs. There's a lot to learn but the way we work is very well structured and the training is great.

What gives you the most satisfaction
about your work?

It's challenging: we get different nationalities calling and need to ensure they fully understand us (and vice versa). I lived near Munich for five years and am fluent in German so I always like it if I get a German-speaker on the phone - it gives me a chance to use that skill. I like adding value to what we do, for instance by weeding out sales calls and saving our clients time. I like the fact that we offer a really adaptable service. And, of course, it's great when clients come back to us to say thanks for what we do!

What do you get up to outside work?

I've got two projects on the go which are keeping me busy! I am studying to be a foot-health professional - this will take two years, after which I'll be able to work as a chiropodist. I've also just got engaged, so I expect I'll be busy planning our 2010 wedding!



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