

QUESTIONS ON A RECEPTIONIST TEST Textbook

Questions on a receptionist test

In the competitive landscape of administrative support roles, a receptionist position often serves as the first point of contact for clients, visitors, and staff. Consequently, employers frequently utilize receptionist tests to assess candidates' skills, competencies, and suitability for the role. These tests typically encompass a variety of question types designed to evaluate a candidate's communication abilities, organizational skills, problem-solving capabilities, technical knowledge, and professionalism. Understanding the common questions on a receptionist test, along with the rationale behind them, can significantly improve a candidate's performance and confidence during the application process. This article delves into the typical questions one might encounter, categorized by skill area, and provides insights into how best to prepare for such assessments.

Understanding the Purpose of a Receptionist Test

Why Employers Use Receptionist Tests

Receptionist assessments serve several purposes:

- To evaluate communication skills, both verbal and written
- To assess organizational and multitasking abilities
- To verify technical proficiency with office equipment and software
- To gauge problem-solving and decision-making skills
- To determine professionalism and customer service aptitude

Types of Questions Included in a Receptionist Test

Common question types include:

- Multiple-choice questions (MCQs)
- Situational judgment tests (SJTs)
- Typing and data entry exercises
- Role-play scenarios
- Written responses or memos

Common Categories of Questions on a Receptionist Test

1. Communication Skills

Effective communication is vital for a receptionist, who must articulate information clearly and courteously. Test questions may evaluate this through:

Sample Questions:

- How would you respond to a visitor who is upset about a delayed appointment?
- Choose the most appropriate greeting when answering the phone:
 - A) "Yeah?"
 - B) "Good morning, this is [Name], how can I assist you?"
 - C) "What do you want?"
 - D) "Hello?"
- Write a brief message confirming an appointment with a client.

2. Customer Service and Interpersonal Skills

Receptionists are often the face of a company, so questions test their ability to handle interactions professionally:

Sample Questions:

- Describe a time when you handled a difficult visitor or caller. How did you manage the situation?
- What qualities are important for providing excellent customer service?

3. Organization and Multitasking

Receptionists juggle multiple responsibilities simultaneously. Test questions may include:

Sample Questions:

- How do you prioritize multiple incoming calls and visitors?
- Given the following schedule, how would you allocate your time to ensure all tasks are completed efficiently?

4. Technical Skills and Office Equipment Knowledge

Proficiency with office technology is essential:

Sample Questions:

- Which software applications are you familiar with for scheduling and correspondence?
- How do you operate a multi-line phone system?
- Explain how to set up a conference call.

5. Problem-Solving and Situational Judgment

Candidates are tested on their ability to respond appropriately to common office scenarios:

Sample Questions:

- A delivery arrives after hours, and the recipient is unavailable. What should you do?
- An angry visitor refuses to wait and demands to see the manager. How would you handle this?

6. Professionalism and Discretion

Receptionists often handle sensitive information:

Sample Questions:

- How do you ensure confidentiality when dealing with sensitive documents?
- Describe how you maintain a professional demeanor under stressful circumstances.

Sample Questions and How to Prepare

Multiple-Choice Questions (MCQs)

MCQs are common in receptionist tests, assessing knowledge and judgment:

Sample MCQ:

When answering a phone call, you should:

- A) Answer promptly and identify yourself clearly.
- B) Let the call go to voicemail.
- C) Ask the caller to call back later.
- D) Ignore the call if busy.

Correct Answer: A

Preparation Tips:

- Practice common office scenarios.
- Review effective greeting and communication scripts.
- Familiarize yourself with office software and phone systems.

Situational Judgment Tests (SJTs)

SJTs present real-world situations requiring judgment:

Sample Scenario:

A visitor arrives without an appointment and seems impatient. How do you respond?

Possible Responses:

- A) Politely ask if they have an appointment and offer to reschedule.
- B) Ignore them until you finish your current task.
- C) Tell them to wait outside without explanation.
- D) Direct them to someone else without further engagement.

Best Approach:

- A demonstrates professionalism and customer service.

Preparation Tips:

- Think through common office dilemmas.
- Practice empathetic and professional responses.

Typing and Data Entry Exercises

Speed and accuracy are often tested through timed exercises:

Preparation Tips:

- Practice touch typing to improve speed.
- Use online typing practice tools.
- Focus on accuracy over speed initially.

Tips for Excelling on a Receptionist Test

Understand the Job Requirements

- Review the job description carefully.
- Identify key skills and competencies required.

Practice Relevant Skills

- Engage in mock tests focusing on communication, multitasking, and technical skills.
- Use online resources to simulate test conditions.

Stay Calm and Focused

- Read each question carefully.
- Manage your time efficiently during timed assessments.

Prepare Professional Responses

- Develop standard responses for common scenarios.
- Practice active listening and clear articulation.

Enhance Technical Knowledge

- Brush up on office software like Microsoft Office Suite.

- Understand how to operate common office equipment.

Conclusion

Questions on a receptionist test are carefully designed to evaluate a candidate's multi-faceted skill set necessary for the role. From communication and customer service to technical proficiency and problem-solving, each question aims to gauge how well a candidate can perform real-world tasks. Preparing thoroughly by understanding the types of questions, practicing relevant scenarios, and honing technical skills can greatly enhance a candidate's chances of success. Remember, a receptionist is often the face of the organization; demonstrating professionalism, empathy, efficiency, and competence through your responses can set you apart in your assessment and ultimately land you the position.

Questions on a Receptionist Test: An In-Depth Examination of Skills, Knowledge, and Evaluation Criteria

In today's competitive job market, securing a position as a receptionist demands more than just a friendly smile and a welcoming demeanor. Employers increasingly rely on comprehensive testing to assess candidates' skills, knowledge, and suitability for the role. Understanding the nature of these tests, especially the questions they include, is essential for applicants aiming to prepare effectively. This article delves into the typical questions found on a receptionist test, exploring the underlying competencies assessed, the structure of these evaluations, and best practices for preparation.

The Purpose and Importance of a Receptionist Test

A receptionist serves as the front line of an organization, representing its brand, managing communication, and ensuring smooth daily operations. Given the multifaceted nature of the role, employers utilize tests to evaluate a candidate's:

- Communication skills
- Organizational abilities
- Technical proficiency
- Customer service acumen
- Basic administrative knowledge

These tests help filter candidates, ensuring they possess the essential competencies before proceeding to interviews or job offers. Moreover, a well-structured test can identify potential for growth and adaptability, vital traits in dynamic office environments.

Common Components and Question Types in a Receptionist Test

Receptionist assessments typically encompass several core areas, each designed to evaluate specific skills. The questions can be categorized into multiple types, including multiple-choice, short answer, scenario-based, and practical tasks.

1. Communication and Interpersonal Skills

Since receptionists act as the first point of contact, their ability to communicate effectively is paramount. Test questions may include:

- Greeting and customer interaction scenarios: Candidates may be asked to choose the most appropriate greeting or response in various situations.
- Telephone etiquette: Questions might test knowledge of proper phone manners, such as how to answer, transfer calls, or handle difficult callers.
- Email and written correspondence: Candidates could be asked to draft professional emails or identify grammatical errors.

Sample question:

You receive a call from an upset client who is dissatisfied with a service. Which of the following is the most appropriate first response?

- A) "Calm down, I'll see what I can do."
- B) "Please hold while I transfer you."
- C) "I'm sorry to hear that. Can you please provide more details so I can assist you?"
- D) "That's not my department."

Correct answer: C

2. Basic Administrative and Organizational Skills

Receptionist tests often assess knowledge of administrative procedures, including:

- Managing schedules and appointments
- Filing and data entry
- Knowledge of office software (e.g., Microsoft Office suite)
- Handling incoming and outgoing correspondence

Sample question:

Which of the following is the best way to schedule a meeting to ensure all participants are available?

- A) Send an email to each participant individually.
- B) Use a shared calendar or scheduling software.
- C) Call each person and ask for their availability.
- D) Schedule the meeting without confirming availability.

Correct answer: B

3. Technical and Computer Skills

In the digital age, receptionists are often expected to operate various software tools. Tests may include:

- Basic computer literacy (e.g., opening applications, saving files)
- Data entry accuracy
- Knowledge of phone and communication systems
- Use of scheduling or booking software

Sample question:

You need to log a new visitor's details into the system. Which of the following is the most appropriate sequence?

- A) Open the visitor log file, enter details, save the document.
- B) Turn on the computer, log in, open the visitor management software, enter details, save.
- C) Write the visitor's information on a notepad.
- D) Call IT support to handle the data entry.

Correct answer: B

4. Customer Service and Problem-Solving

Receptionists often handle complaints or resolve issues. Test questions might involve:

- Handling difficult or irate callers
- Prioritizing tasks during busy periods
- Providing information accurately and politely

Sample scenario:

A visitor arrives without an appointment and seems agitated. How should you proceed?

- A) Ask them to wait until scheduled visitors leave.
- B) Politely inquire about their purpose and assist if appropriate.
- C) Ignore their presence.
- D) Call security immediately.

Ideal response: B

5. Knowledge of Office Policies and Procedures

Candidates are tested on their understanding of company policies, confidentiality, and safety protocols.

Sample question:

When handling sensitive information like employee records, you should:

- A) Share details with anyone who asks.
- B) Keep information confidential and follow company policies.
- C) Post information on the notice board.
- D) Save it on a public shared drive.

Correct answer: B

Deep Dive: Specific Questions and Evaluation Criteria

Understanding the types of questions and their evaluation criteria can provide insight into what employers value most.

Scenario-Based Questions

These simulate real-world situations to gauge problem-solving, judgment, and interpersonal skills. For example:

- Handling a scheduling conflict
- Responding to a difficult visitor or caller
- Managing multiple tasks simultaneously

Evaluation Criteria:

- Clarity of communication
- Professionalism
- Ability to prioritize
- Empathy and tact

Technical and Software-Based Questions

Assessment may include practical tasks like:

- Demonstrating proficiency in Microsoft Word or Excel
- Navigating a phone system
- Using online booking platforms

Evaluation Criteria:

- Speed and accuracy
- Familiarity with tools
- Troubleshooting ability

Knowledge-Based Questions

These test foundational knowledge, such as:

- Office procedures and protocols
- Health and safety regulations
- Data protection policies

Evaluation Criteria:

- Understanding of policies
- Attention to detail
- Compliance awareness

Preparation Strategies for Candidates

To excel on a receptionist test, candidates should adopt a comprehensive preparation approach.

Understand the Job Description and Company Policies

- Research the organization's culture and protocols.
- Review common office procedures.

Practice Typical Test Questions

- Use online resources that offer sample receptionist tests.
- Practice scenario-based questions to develop quick thinking.
- Improve typing speed and computer literacy.

Enhance Communication Skills

- Practice professional greetings and responses.
- Work on active listening skills.
- Write clear and concise emails.

Develop Customer Service Skills

- Role-play handling difficult situations.
- Learn polite and empathetic phrasing.

Familiarize Yourself with Office Software

- Gain basic proficiency in Microsoft Office (Word, Excel, PowerPoint).
- Explore office management software if specified.

The Role of the Interview Following the Test

While tests provide quantifiable data, the interview remains critical. Success in the test increases the likelihood of progressing to the interview stage, where interpersonal skills and cultural fit are further assessed. Candidates should be prepared to:

- Elaborate on their answers from the test
- Demonstrate professionalism and confidence
- Show enthusiasm for the role

Questions on a receptionist test serve as a comprehensive evaluation of a candidate's suitability for a vital administrative role. They encompass a broad spectrum—from communication prowess and technical skills to problem-solving and policy knowledge. Understanding the structure and intent behind these questions allows candidates to tailor their preparation, ultimately increasing their chances of success.

Employers benefit from these assessments by selecting individuals who are not only capable of managing front-office responsibilities but also capable of representing the organization positively and efficiently. For aspiring receptionists, mastering the types of questions discussed here can turn a challenging test into an opportunity to showcase their strengths and secure the position they desire.

In summary, the key to excelling on a receptionist test lies in a well-rounded preparation strategy that emphasizes practical skills, scenario management, and policy understanding. By grasping the nature of these questions and aligning preparation efforts accordingly, candidates can confidently navigate the assessment process and move closer to landing their ideal role.

Question What are some common types of questions included in a receptionist test? Receptionist tests typically include questions on communication skills, customer service scenarios, basic computer literacy, data entry, and problem-solving abilities. **Answer** How can I prepare effectively for a receptionist test? To prepare, practice answering sample questions, improve your typing speed, familiarize yourself with common office software, and review customer service best practices. What skills are most important to demonstrate in a receptionist test? Key skills include strong communication, organization, multitasking, professionalism, and the ability to handle difficult

situations calmly. Are there specific questions about phone etiquette in a receptionist test? Yes, questions may assess your ability to answer calls professionally, transfer calls accurately, take messages, and handle ringing phones efficiently. How are situational judgment questions used in a receptionist test? Situational judgment questions evaluate your problem-solving and interpersonal skills by presenting scenarios you might encounter, asking how you would respond appropriately.

Related keywords: receptionist interview questions, receptionist skills assessment, front desk test, customer service questions, receptionist job interview, office receptionist quiz, receptionist competency exam, receptionist role questions, interview tips for receptionists, receptionist knowledge check

Sample receptionist evaluation form

Sample Receptionist Evaluation Form: A Comprehensive Guide to Assessing Receptionist Performance

In any organization, the receptionist serves as the first point of contact for clients, visitors, and staff. Their role is vital in creating a positive first impression and ensuring smooth daily operations. To maintain high standards and foster professional growth, companies often utilize a **sample receptionist evaluation form**. This form serves as a structured tool to assess the receptionist's skills, attitude, and overall performance systematically. In this article, we will explore the importance of a receptionist evaluation form, provide a detailed sample, and discuss how to customize it to meet your organization's needs.

Why Use a Sample Receptionist Evaluation Form?

Using an evaluation form offers numerous benefits for both employers and receptionists. It provides a clear framework for performance assessment, encourages constructive feedback, and helps identify areas for improvement. Additionally, regular evaluations can boost motivation, clarify expectations, and support professional development.

Benefits of a Receptionist Evaluation Form

- **Standardized Assessment:** Ensures consistency in evaluating performance across different staff members.
- **Objective Feedback:** Minimizes bias by focusing on measurable criteria.
- **Performance Documentation:** Creates a record of performance over time for HR purposes.

- **Professional Development:** Highlights training needs and growth opportunities.
- **Enhanced Customer Service:** Promotes accountability in delivering excellent service.

Sample Receptionist Evaluation Form Template

Below is a detailed sample receptionist evaluation form that organizations can adapt to their specific needs. It covers key performance areas, rating scales, and space for comments.

Receptionist Evaluation Form

Employee Information

Employee Name:

Position:

Review Period:

Performance Evaluation

1. Customer Service Skills

Assesses friendliness, professionalism, and responsiveness when interacting with visitors and callers.

-
Exceeds Expectations

-
Meets Expectations

-
Needs Improvement

-
Unsatisfactory

2. Communication Skills

Evaluates clarity, professionalism, and effectiveness of verbal and written communication.

-

Exceeds Expectations

-

Meets Expectations

-

Needs Improvement

-

Unsatisfactory

3. Professional Appearance and Attitude

Assesses grooming, demeanor, and positive attitude in the workplace.

-

Exceeds Expectations

-

Meets Expectations

-

Needs Improvement

-

Unsatisfactory

4. Organizational Skills

Evaluates ability to manage appointments, handle calls, and keep the front desk organized.

-

Exceeds Expectations

-

Meets Expectations

-

Needs Improvement

-

Unsatisfactory

5. Problem-Solving Ability

Assesses responsiveness and effectiveness in handling unexpected situations.

-

Exceeds Expectations

-

Meets Expectations

-

Needs Improvement

-

Unsatisfactory

Overall Performance

Overall Rating:

Select

Excellent

Good

Average

Needs Improvement

Unsatisfactory

Additional Comments

Evaluator Information

Evaluator Name:

Evaluation Date:

How to Customize a Sample Receptionist Evaluation Form

While the provided template covers essential performance areas, every organization has unique needs. Customizing your evaluation form ensures it aligns with your company's values and expectations.

Steps to Customize Your Receptionist Evaluation Form

- **Identify Key Performance Indicators (KPIs):** Determine what skills and behaviors are most important for your receptionist role. These might include technical skills, multitasking ability, or familiarity with specific software.
 - **Adjust Rating Scales:** Choose a rating system (e.g., 1-5, Excellent to Poor) that suits your evaluation style.
 - **Include Specific Competencies:** Add or remove sections based on your organization's priorities. For example, if safety procedures are critical
- Sample Receptionist Evaluation Form: A Comprehensive Guide to Assessing Front Desk Excellence

Introduction

In any organization, the receptionist serves as the first point of contact for visitors, clients, and employees alike. Their role is pivotal in shaping the first impression of the company and ensuring smooth daily operations. To maintain high standards and foster continuous improvement, organizations implement receptionist evaluation forms. These forms are structured tools designed to objectively assess a receptionist's performance, skills, and professionalism.

This comprehensive guide delves into the importance, structure, and key components of a sample receptionist evaluation form, providing insights on how to craft an effective assessment tool tailored to organizational needs.

The Importance of a Receptionist Evaluation Form

Ensuring Service Quality

- A well-structured evaluation form helps identify strengths and areas for improvement.
- It ensures that receptionists consistently uphold customer service standards, thereby elevating overall organizational reputation.

Facilitating Professional Development

- Regular assessments highlight training needs.
- Feedback from evaluation forms can be used to create personalized development plans.

Performance Management and HR Processes

- Forms serve as documentation for performance reviews.
- They aid in making informed decisions regarding promotions, bonuses, or corrective actions.

Standardization and Fairness

- A standardized evaluation process ensures fairness.
- It minimizes biases and subjective judgments in performance assessments.

Designing an Effective Sample Receptionist Evaluation Form

Key Principles

- Clarity: Clear criteria and rating scales.
- Objectivity: Focus on measurable behaviors and outcomes.
- Relevance: Criteria aligned with the receptionist's role.
- Flexibility: Adaptable to different organizational contexts.

Essential Sections of the Evaluation Form

- Basic Information
- Performance Criteria
- Rating Scale

- Comments and Feedback
- Development Goals
- Evaluator's Details and Signature

Critical Components of a Receptionist Evaluation Form

- Basic Information
 - Employee Name: Full name of the receptionist being evaluated.
 - Position/Title: Clarifies the role for context.
 - Evaluation Period: Dates covering the review period.
 - Evaluator's Name and Title: Who is conducting the assessment.
 - Department: For organizational categorization.

- Performance Criteria

This section forms the core of the evaluation, translating the receptionist's responsibilities into measurable criteria. Here's a detailed breakdown:

a. Customer Service Skills

- Greeting visitors warmly and professionally.
- Providing accurate information.
- Handling inquiries patiently and efficiently.
- Maintaining a positive attitude.

b. Communication Skills

- Clear verbal communication.
- Active listening.
- Proper use of phone etiquette.
- Effective written communication (emails, messages).

c. Professional Appearance and Demeanor

- Presenting a neat, professional appearance.
- Demonstrating confidence and poise.
- Showing respect and courtesy.

d. Organizational Skills

- Managing multiple tasks simultaneously.
- Keeping the reception area tidy and organized.
- Maintaining accurate logs and records.
- Managing appointments and schedules effectively.

e. Technical Skills

- Proficiency with phone systems and office equipment.
- Basic knowledge of office software (email, scheduling tools).
- Ability to troubleshoot minor technical issues.

f. Punctuality and Reliability

- Arriving on time consistently.
- Dependability in completing assigned tasks.
- Adherence to organizational policies.

g. Problem-solving and Adaptability

- Handling unexpected situations calmly.
- Flexibility in changing priorities.
- Creativity in resolving visitor or client issues.

h. Confidentiality and Discretion

- Protecting sensitive information.
- Maintaining professionalism in all interactions.

i. Initiative and Proactiveness

- Anticipating needs of visitors and staff.
- Volunteering for additional responsibilities.
- Suggesting improvements to reception processes.

- Rating Scale

A standardized rating scale ensures consistency across evaluations. Common options include:

- Excellent (5)
- Very Good (4)
- Satisfactory (3)
- Needs Improvement (2)
- Unsatisfactory (1)

Alternatively, descriptive scales can be used, but numerical ratings facilitate easier analysis.

- Comments and Feedback

This section allows evaluators to provide specific insights, examples, and constructive criticism. It's crucial for:

- Clarifying ratings.
- Offering actionable suggestions.
- Recognizing exceptional performance.

- Development Goals

Post-evaluation, setting goals supports continuous improvement. Examples include:

- Enhancing communication skills through training.
- Improving technical proficiency.
- Developing time management strategies.

Goals should be SMART: Specific, Measurable, Achievable, Relevant, and Time-bound.

- Evaluator's Details and Signature
- Ensures accountability.
- Provides a record for future reference.
- Facilitates open communication between evaluator and employee.

Implementing the Receptionist Evaluation Process

Frequency of Evaluation

- Initial probation period: More frequent reviews (monthly or quarterly).
- Annual performance review: Comprehensive assessment.
- Ad-hoc evaluations: As needed for specific concerns.

Communicating the Evaluation

- Discuss evaluation criteria with the receptionist beforehand.
- Ensure transparency and mutual understanding.
- Use the evaluation as a developmental conversation, not just an appraisal.

Post-Evaluation Actions

- Share feedback constructively.
- Identify training or support needed.
- Set clear expectations and follow-up plans.

Sample Receptionist Evaluation Form Template

(Note: This is a textual representation; organizations should customize it according to their branding and specific needs.)

Receptionist Evaluation Form

Employee Name: _____

Position: _____

Evaluation Period: From __/__/__ To __/__/__

Evaluator Name: _____

Evaluator Title: _____

Department: _____

Performance Criteria

| Criteria | Rating (1-5) | Comments/Examples |

|-----|-----|-----|

| Customer Service Skills | ____ | |

| Communication Skills | ____ | |

| Professional Appearance & Demeanor | ____ | |

| Organizational Skills | ____ | |

| Technical Skills | ____ | |

| Punctuality & Reliability | ____ | |

| Problem-solving & Adaptability | ____ | |

| Confidentiality & Discretion | ____ | |

| Initiative & Proactiveness | ____ | |

Additional Comments:

Development Goals:

-

-

-

Overall Performance Rating: _____ (Average score or overall assessment)

Evaluator's Signature: _____

Date: __/__/____

Employee Acknowledgment (Optional): _____

Date: __/__/____

Best Practices for Using a Receptionist Evaluation Form

- Consistency: Use the same form across evaluations to ensure comparability.
- Training: Educate evaluators on how to objectively assess criteria.
- Follow-Up: Schedule meetings to discuss results and development plans.
- Confidentiality: Keep evaluation documents secure and private.
- Continuous Improvement: Regularly review and update the form to align with evolving organizational goals.

Conclusion

A sample receptionist evaluation form is more than just a checklist; it is a vital tool that promotes excellence at the front desk, encourages professional growth, and supports organizational success. When thoughtfully designed and properly implemented, it provides clear insights into performance, fosters open communication, and drives continuous improvement. Organizations that prioritize effective evaluation processes position their receptionists—and by extension, their entire customer experience—toward sustained excellence.

Remember: The effectiveness of an evaluation form depends on honest, constructive feedback and a genuine commitment to staff development. Invest time in crafting a comprehensive, fair, and actionable assessment tool, and you'll reap the benefits of a more engaged, competent, and professional reception team.

Question What should be included in a sample receptionist evaluation form? A comprehensive sample receptionist evaluation form typically includes sections on communication skills, professionalism, punctuality, customer service, appearance, multitasking ability, and overall performance. How can a sample receptionist evaluation form improve staff performance? It provides clear criteria for assessment, highlights areas for improvement, and sets expectations, thereby motivating receptionists to enhance their skills and deliver better service. Are there any templates available for a sample receptionist evaluation form? Yes, many online resources offer customizable templates that can be tailored to specific organizational needs, ensuring a structured and consistent evaluation process. What are the benefits of using a sample receptionist evaluation form regularly? Regular use helps monitor performance over time, identify training needs, ensure accountability, and maintain high standards of customer service. How should feedback be incorporated into a sample receptionist evaluation form? Feedback should be specific, constructive, and balanced, highlighting strengths and areas for improvement to guide the receptionist's professional development. Can a sample receptionist evaluation form be used for remote or virtual receptionists? Yes, the form can be adapted to evaluate virtual receptionists, focusing on digital communication skills, responsiveness, and technical proficiency. What are common rating scales used in a sample receptionist evaluation form? Common scales include numerical ratings (e.g., 1-5), descriptive categories (e.g., exceeds expectations, meets expectations, needs improvement), or qualitative assessments to quantify performance levels.

Related keywords: receptionist performance review, front desk evaluation form, receptionist assessment template, customer service evaluation, receptionist skills checklist, office receptionist feedback form, employee evaluation form, receptionist audit form, staff performance appraisal, reception area inspection

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