

# A Day in the life of...

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### MY ALARM GOES OFF...

I get up quite early at 6:15 am and enjoy the moments of quiet in my household. As an experienced professional I must admit to having a routine. It's too early for me to eat breakfast but I usually spend several minutes going through my "work wardrobe" which consists of smart trousers, blouse or knitted top and a jacket. In the summer time I tend to wear a dress. I always walk to the local station which takes fifteen minutes. My station is at the beginning of the Central line so am pretty lucky, most mornings I get a seat.

### I'M RESPONSIBLE FOR...

Being a Receptionist is a key role of the company. You are the focus of the clients and reflect the ethos of the business. My role is really varied with lots of administrative tasks and interject this with managing the meeting rooms and requirements of the guests and staff whilst they are in use.

Whilst representing the Front of House it is vital that you maintain a calm and caring attitude and being approachable is important to gain the trust of your teams so

that they feel that they can rely on you to support them in any capacity necessary.

### I GOT MY JOB...

When I went to school it wasn't necessary to go to university except for certain career paths. I have enjoyed a varied career life and any degree attained might not have been used. Except for a ten year stint running my own business in Ladies Fashions, (two) shops and wholesale business, my entire career has been as a Receptionist with over thirty years' experience in the Medical, Legal, Banking and now Construction fields. Having good contacts is really important, my current position was sourced through a recruitment specialist I personally know.

### AT SCHOOL I STUDIED...

During school I studied the usual GCSE subjects with O levels as well. I also studied A Level French, History and Child Development. I chose these subjects because they excited me, not really with any career goals in mind. I knew that I wasn't

really studious enough to warrant going to university. The subjects I studied have helped me gain valuable insight in my aptitude to studies and that my broad field of education has enabled me to approach new challenges with an open mind.

### MY TYPICAL DAY...

As a Receptionist there is no typical day... I try to start my day half an hour earlier than my official start time as it ensures that I am logged on ready to face whatever the day has to throw at me right from the get go. I set up the coffee machine and check that everything is clean and tidy in the meeting



Development



Receptionist

rooms, ensure that all the stock cupboards are full and that I have had my breakfast and a large glass of water. Any day could include: welcoming and managing arrival of all guests; managing the switchboard; answering and transferring all incoming calls; booking couriers and taxis for staff; controlling meeting room diaries; assisting project teams with meeting organisation; project events; typing meeting notes and project work including event tickets, transport and accommodation, and coordinating charity events. I try to vary my lunch, it's usually sushi or salad..

### THE KEY SKILLS I USE IN MY JOB...

I consider myself a well presented, articulate Receptionist with excellent verbal and written communication and a charming telephone manner. A mature, conscientious hard worker who maintains professionalism at all times. I believe that skills and experiences are acquired over time especially those in a workplace environment. You can be taught subjects but cannot be taught life.

### THE BEST PART OF MY JOB IS...

The best part of my job is being the hub to the wheel and representing something that you believe in is vital.

Most people have the view that being a Receptionist is not as important as being a Director, but personally I think it is more important, you are the face of your company and as such, need to project that at all times.

### THE WORST PART OF MY JOB IS...

Reception can be isolating, most roles involve a lot of the time being on your own in the centre of situations that you need to handle with diplomacy and tact. Being able to roll with the punches is vitally important and not to judge any situation lightly but carefully, respectfully and with humour if possible.

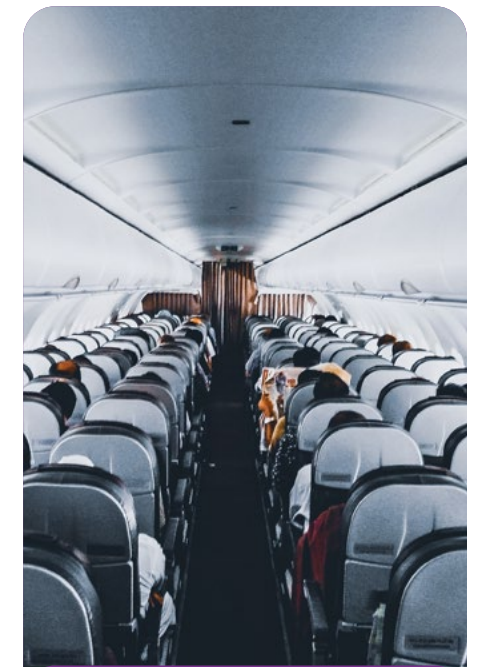
### MY ROLE MODEL GROWING UP WAS...

I don't remember being inspired by any singular person, but during my school years I was lucky enough to be sent to study for six months in Israel in a kibbutz which enabled me to see how working together as a community can be an alternative way of life. This experience helped me mature into someone who could work in any field or situation with a variety of people from all types of backgrounds. I learnt a lot.

### AFTER WORK...

After work I usually jump on the central line straight home, which takes about an hour and fifteen minutes. My day is quite long I am awake for over eighteen hours and eleven and a half of those are spent in "work mode". As a householder and a mum,

it's important to stay healthy. I try to go to the gym and I do three yoga classes a week. Dinner time is spent round the family dining room table and we are lucky to be able to have a varied Mediterranean diet. Television is a big part of my life and I do have several series that I enjoy watching. I meet up with friends and family sometimes and go out to the theatre or have a meal with a Gin and Tonic. Bedtime is usually around 11:00 pm except on nights out!



### MY PLAN B...

I always dreamed of being a flight attendant and travelling all round the world and experiencing different cultures, cuisines and ways of life. Now, when I think of how this would have changed my life I am glad I didn't pursue this role, having a permanent base and somewhere and something to call "my own" has become part of who I am. It is important to realise that it seems to be "greener grass", all professions have their ups and downs, and what is right for some isn't always right for others.

