

VIRTUAL RECEPTIONIST – SKILLS ASSESSMENT

Task 1: Call Handling

Hello, thank you for calling. I'm very sorry to hear that your appointment was cancelled without notice, and I understand how frustrating that must be, especially when you need support urgently. Let me first check your details and see what happened. I will review the earliest available appointments and do my best to secure a priority booking for you. If your preferred clinician is unavailable, I can also check alternative appointment options. I appreciate your patience while I look into this for you. We'll work together to make sure you receive the support you need as soon as possible.

Task 2: Email Response

Subject: Re: Appointment Reschedule Request

Hi [Client Name],

Thank you for reaching out. Please don't feel embarrassed about missing your appointment; we understand that unexpected situations can happen. We'd be happy to assist you with rescheduling. Please let us know your preferred days and times, and we will check the next available appointments for you. Once we receive your availability, we'll send through suitable options for confirmation. If you have any questions or need further assistance, please feel free to let us know.

Kind regards, [Your Name] Virtual Receptionist

Google Doc Link

<https://docs.google.com/document/d/sample-assessment-link>

VOICE & COMMUNICATION ASSESSMENT

Audio Recording Link

<https://drive.google.com/file/d/sample-audio-link>

PERSONALITY ASSESSMENT

Screenshot Link

<https://drive.google.com/file/d/sample-personality-screenshot>

Results Page Link

<https://www.16personalities.com/sample-results>

Your Personality Type

ESFJ-A (Consul)

TYPING TEST

Screenshot Link

<https://drive.google.com/file/d/sample-typing-test>

Results Link

<https://www.typing.com/sample-results>

Typing Speed: 72 WPM

Accuracy: 98%