



CORPORATE RECEPTIONIST OF THE YEAR

The top 10 exceptional front of house receptionists working in the corporate sector for 2020 are announced

The shortlist of 10 candidates was voted on and agreed by a panel of judges from many leading organisations, including the Dorchester Collection, JLL, Ballymore, CBRE, ISS, Portico and Rapport, as well as senior representatives from the competition's sponsors, Condeco, Admiral Recruitment, Moneypenny and VPOD.

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The finalists for 2020

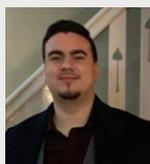


Amy Cox

Client site: UBS
Company: Portico

"People can have a perception we may not be skilled, but our job encompasses such a wide variety of

customer service skills along with the usual strategic thinking and communication expertise."



Radwan El Alami

Client site: Facebook
Company: Portico

"I feel I provide outstanding service every day. Some may say it's a challenge, but I feel my passion and

happiness makes it easy - a pleasure one could say."



Laura Egerbacher

Client site: British Land
Company: Lexington Reception

"I put my heart and soul into this job to make sure everyone feels special and comfortable. I set myself very high

standards and living up to these every day has meant I have received many compliments."



Elias Fonseca

Client site: NBC Universal
Company: Sodexo

"I can demonstrate how corporate receptionists should be able to carry out simple actions to create positive

guest experiences and the importance of being a team player to achieve a company's guest services objectives."



Reiss Gordon-Henry

Client site: HSBC
Company: Rapport

"I thoroughly enjoy what I do; bringing a smile to my guests' faces and sharing my experiences. I am encouraged to let

my personality shine through in my role and I love that this can make a difference to someone's day."



Marija Kamcheva

Company: Lazard

"I can recognise different demands and expectations of clientele and therefore can tailor the services to a particular audience, making an interaction more

personalised and meaningful for both sides."



Maria Isabel Lozano Nogales

Client site: Knight Frank
Company: CIS Front of House

"I moved into receptionist work to develop my career, nurturing my passion for customer service and

developing my skills in a corporate setting. I am keen to boost my skills and take every opportunity to learn and develop."



Diana Riabiene

Client site: a Financial Institution
Company: ISS

"I knew that the corporate world would be a great step to take in my career, where I can challenge myself and keep

learning. Each guest I greet at work not only teaches me something new but also helps me grow."



James Williams

Client site: Russell Reynolds
Company: ISS

"I love my job and I am absolutely passionate about delivering the best experiences for our visiting guests, and

whether on the phone or in person, whether for the first or for the hundredth time."



Karina Zseleznik

Client site: Salesforce
Company: Rapport

"I am representing not just myself, but also my fantastic team that supports me every day. I have to say that we

are the greatest example of smooth collaboration with different personalities, which is a brilliant mix."

Candidates are listed alphabetically by surname