A Checklist for Receptionist Tasks

This is an extra resource to go along with the original article:
8 Ways to Structure Your Business' Front Office

If your receptionist does work other than visitor management, that work should fit this criteria:

Deep thinking is not required frequently.
Interruptions go hand-in-hand with sitting near an office entrance. Some work requires more time to really get in and think deeply, and interruptions can make this kind of work all but impossible. It’s usually a better fit to assign your front desk staff work that’s generally repetitive and follows a procedure, especially if you expect them to be busy.

Silence is not necessary.
This goes two ways: The receptionist who needs quiet to get work done will not get it due to the noisy comings and goings of the people in and out of the office, and visitors don’t want to walk in while the receptionist is in the midst of a phone call. So, assigning the receptionist tasks that require a lot of dialing into meetings probably won’t be a great fit for offices with significant foot traffic.

The work is not especially deadline-sensitive.
Reception duties ebb and flow. If your front desk worker has an especially busy day with lots of visitors, it will prevent her from getting her other work done. You don’t want the receptionist to feel pressured to rush visitors through their welcome process or look stressed out when visitors arrive.

The work optimizes productivity for the rest of the staff.
Your front desk staff likely make contact with every single person in your office each day. That gives them a big-picture view of all personnel and their needs. Their work should ideally take advantage of this role.

The work takes advantage of any specialized skills the receptionist has.
If you’ve hired someone with a particular background, interests, or goals for growth within the company, don’t ignore those as you designate their tasks.