



## BRIEF INSIGHT

Mr Ntanta was appointed as Fort Cox Receptionist on the 1<sup>st</sup> of January 2024.

As the initial frontline contact, he is responsible for customer service experience at the Institute.

Being the Face of the Institute, he represents the brand's culture, its products, systems, values and persona, as this is an extremely important role for the organizational ecosystem.

His primal role is to operate the switchboard, respond to general queries, transfer calls or place them on hold and at times simultaneously address face to face guests/visitors.

As the reception serves as the heart of the Institute, Mr Ntanta has an obligation to provide accurate information to all stakeholders, managing tricky calls, sending clear succinct messages to recipients, screening calls, and securing appointments.

He identifies punctuality as a key attribute of the front desk each morning, often being one of the first Staff to clock in and one of the last to leave.

Mr Ntanta says timeous intervals away from the reception are critical, so as not to allow anything to slip through the cracks during the day.

Remaining upbeat and effective in operating procedures, is non-negotiable for this role.

NON SIBI SED POPULO  
NOT FOR ONESELF ... BUT FOR THE PEOPLE

p : 040-653-8033  
f : 040-653-8036  
e : admin@fortcox.ac.za  
w : www.fortcox.ac.za