

Volunteer Reference Office Reception



has applied to become a Volunteer at Centre for Family Literacy and provided your name as a reference. It would be appreciated if you could complete the following questions and submit this form back within 7 days.

1. How long have you known the applicant and in what capacity?

2. The applicant is interested in assisting us as a Receptionist one evening a week. This will involve being a first point of contact for visitors and callers at our office, maintaining a welcoming and friendly atmosphere, responding to telephone calls and walk-ins, forwarding requests to staff, and assisting with other tasks as required. This person needs to be diplomatic, professional and flexible, have strong communication skills and the ability to multi-task. What qualities or strengths do you think (s)he would bring to this role?

3. Can you comment on this person's ability to solve problems and handle difficult situations? Is there an example you can provide?

4. What three words would you use to best describe this person?

5. Our volunteers need to be able to communicate clearly and be patient, non-judgmental and reliable. We would require a time commitment of 4.5 hours on Wednesday evenings. In your opinion, is there anything that may make it difficult for this person to fulfill such a commitment?

Name: _____

Phone: _____ Email: _____

Signature: _____ Date: _____