

60 SECONDS WITH

Joseph Cheetham

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This week we meet Joseph, our new Head Receptionist.

Who are you and what do you do at MediaCom?

My name is Joseph and I am the Head Receptionist, leading a team of 4

What did you do before you joined MediaCom?

I have been working as a Corporate Receptionist for 3 years, before that I was a PA for many years

What would be the song that best represents the soundtrack of your life?

That would have to be Madonna's 'Ray of Light.' I found and find the song to be so uplifting; it's about finding yourself and being where you are meant to be in life and that everything happens for a reason. I love the spiritual undertone of that song and also the album it comes from. It would be my desert island disc.

What's the best thing about your job?

I find helping people very rewarding. Working on Reception, you have to be on-point each and every day.

I love creating a high standard and becoming recognised as a strong cohesive team. That comes from myself passing on my knowledge; I live and breathe Front of House. It's my career choice and I consider myself to be a Career Receptionist. My aim is for the team to become the 'go to' receptionists, going the extra mile and tailoring the reception to individual requirements, including making the check-in process a more personable experience.

Is there anything you don't like?

I try my upmost to accommodate everyone's room booking requests, going that extra mile. Sometimes, when there is no option, you have to say no.

If you could say one thing to everyone here, what would it be?

Welcome to your New Reception Team! I am going to raise the standards and set the bar for Head Office!

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