

**LYNNE DUMOUCHEL, RECEPTIONIST**

Working at Chartwell since 2010
Chartwell Cité-Jardin – Gatineau, Quebec

“Smiles, laughs and a good sense of humour can make a huge difference in the everyday lives of residents.”

Being a receptionist in a seniors' residence is like running an information centre. We are the central hub and all the residents visit us on a daily basis. We know their habits and quickly become their reference point when they move in. They often ask me questions and share their concerns, and I have to be well informed in order to promptly respond to their needs. If I don't know the answer to a question, I make an effort to find it and get back to them quickly.

It's really important to be there for residents, to listen to them and to reassure them. Working as a receptionist, I'm aware of the changes taking place and the projects under way in the various departments, which helps me understand how a Chartwell residence operates.

The residents are always my top priority. If something is wrong, I make it a point to listen and try to help or find someone who can respond to their concerns. I feel like we're one big family and that all the employees are working together for the sake of the residents' well-being. I always try to make them laugh or smile and they often tell me that I'm their little ray of sunshine. I love my work, I adore working with seniors and I hope that it shows when I interact with them.

I always try to do a little extra and go above and beyond my duty. I make an effort to remember their names and take an interest in their stories. I know the first and last names of all 150 residents who live in this wing of the residence and I'm often told I have a phenomenal memory because I also remember several apartment and telephone numbers. I think it's important to go out of my way to make residents feel appreciated and valued. I want to be a reassuring presence, and I think that my positive outlook and laugh often help relieve their anxieties.

Although my day-to-day work is very interactive, I have to be well prepared and organized in order to be able to set my priorities and manage my time effectively. In addition to my daily responsibilities as a receptionist, I often have to respond to a number of requests or help my colleagues manage priorities. My duties vary a lot, so I never have to worry about getting bored. Working as a receptionist is never dull because you always have to deal with the unexpected and make the best use of your time while continuing to offer excellent customer service.

I'm always ready to lend a hand. Some of my co-workers jokingly say that I'm very good at delegating, but I think that's really the key to success in this job. I consider myself to be the eyes and ears of the residence, which helps me stay on top of things. Even though I can't fix everything myself, I make it a point of knowing who can.

Providing good customer service means being there for the residents. I love my work and I'm always invested and ready to do what it takes. I know how to anticipate the residents' needs and respond quickly. In the end, the residents are my ultimate priority.

DO YOU HAVE A GREAT STORY OR PHOTO TO SUBMIT FOR THE RENDEZVOUS EXPRESS?

PLEASE SEND ALL SUGGESTIONS TO:

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