



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

18 October, 2002

Ministry of Civil Service Affairs and Administrative Reforms
Regular Letter No. 42 of 2002
138/1/06

Secretary for Public Service Affairs

Supervising Officers i/c Ministries/Departments

Duties of Receptionist/Telephone Operator

Representations have been received at this Ministry to the effect that Office Attendants are requested to receive visitors in Ministries/Departments where Receptionists/Telephone Operators are posted.

Your attention is being invited to the duties of Receptionist/Telephone Operator as set out in their Scheme of Service, whereby they are required to "assist visitors by providing information to them to facilitate their contact with officers of the Ministry".

In view of the foregoing, you are kindly requested to allocate an appropriate space for Receptionists/Telephone Operators at the entry point/reception counter of your Ministry/Department so that they may act as contact persons and provide assistance to visitors.

D. P. Ruhee

Secretary for Public Service Affairs

to:

Secretary to the Cabinet and Head of the Civil Service