



the Receptionists Frequently Asked Questions

What can the Receptionists do for my business?

the Receptionists are dedicated to creating real, meaningful connections with your callers. Your receptionist team can answer and connect calls to you when and where you want, take messages, answer common caller questions, schedule appointments, delight callers in English and Spanish, return calls on your behalf, screen for solicitors, and more.

Where are you located?

All of our friendly, US-based virtual Receptionists work safely from home. Our corporate team work out of Orlando, FL

Who will be answering my calls?

Our US based Receptionists are the best in the business. The Receptionists hires only exceptional service professionals who love making others happy.

Do you answer all of my calls live?

Yes! Let us know during which hours you want live answering. Your callers will always be greeted by a cheerful, professional receptionist—never by a recording! Outside of your live answering hours, we provide several options, at no additional charge!

What's the difference between an answering service and a virtual receptionist service?

Answering services typically perform only the simplest tasks, such as forwarding messages, & can be impersonal. Virtual receptionists, on the other hand, are real people who sound as if they're right in your office, transferring calls to you live, and relaying vital information to callers.

What happens when I am unavailable?

When you're unavailable, our Virtual Receptionists can take a message, transfer to voicemail, or offer the caller the choice between the two—whichever you prefer.

How do I receive my messages?

Your messages will be available online and in the the Receptionists app and may be emailed and/or texted to you as well. (If you opt to have us use the voicemail at your office or on your mobile phone, those messages will be found there.)

May I Keep My Phone Number?

Absolutely, forwarding your existing number to us is easy. We're happy to walk you through the steps.

Do I need to sign a long-term contract?

Nope! At the Receptionists, we pride ourselves in earning your business month after month by delivering exceptional service.

Do you offer Spanish receptionist service?

We absolutely do! Spanish bilingual service is included with every receptionist service account at no additional cost.

the 
Receptionists™

STOP SPREADING YOURSELF THIN!

Sign up today for a **FREE** 5-day trial at
theReceptionists.com or call (800) 645-3515