

Reception Services

Reception Services deals with the entire client base of the College – staff, students, visitors, sales reps, contractors etc.

Reception is a centre for the exchange of information and can assist with most enquiries.

The main Reception point is located at the main entrance of the Science Park campus.

Full details of our service are included in the Reception Services Statement of Service, which can be obtained from Reception at the College.

Every Learner Matters

We will encourage and support all learners, whatever their backgrounds or their circumstances, to be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic well-being.

Information

Reception can provide verbal and printed information to all clients. Reception holds prospectuses, course information leaflets, and leaflets relating to a cross section of welfare issues. The Reception Team can advise on where to get help and advice within College on a wide range of concerns i.e. accommodation, grants, benefits or study support.

Lost Property

Lost property is recorded and stored with the Security Team in the Security Office. It is stored for one month. Anyone wishing to claim lost property will need to produce a form of identification.

Visitors

All clients are welcomed, signed in and given parking authority where necessary. Reception is informed of visitors prior to attendance by e-mail, phone or official form as stated in the College Policies and Procedures.

Post

All internal and external post is handled at Reception. Courier, recorded delivery, special delivery and overseas mail is arranged through Reception, providing, as outlined in the College policies and procedures, it reaches Reception by the times specified.

Switchboard

During opening hours, all incoming calls are connected to the person required, or a mailbox where a message can be left. At other times the mailbox facility is available for messages to be left for staff at the College. These are dealt with within one working day.

Accessibility

The College is wheelchair accessible. If a client is hearing impaired or partially sighted, Reception will be able to offer advice on assistance available. (i.e. BSL interpreter). There is a Hearing Loop installed at the Science Park Reception point. Please see the Access Guide on our website for more details.

Contact details

Science Park campus

Kings Hedges Road
Cambridge
CB4 2QT
Tel: 01223 418200
Fax: 01223 426425
Minicom: 01223 418243
E-mail: reception@camre.ac.uk

Additional Reception and useful College numbers

Beauty Salon Reception:	Tel: 01223 418900
Bistro & Restaurant:	Tel: 01223 418846
Hair Reception:	Tel: 01223 418998
Spa Reception:	Tel: 01223 418913
Sports Centre Reception:	Tel: 01223 418280
SmartLIFE Conference Centre:	Tel: 01223 418493
Travel Agency:	Tel: 01223 418845

Valuing Feedback

Reception Services positively invites feedback on our services and clients may be asked to complete one of our Reception Service questionnaires. Feedback will inform our review process, and help us to evaluate our work as part of our drive for continuous improvement.

Reception

Tel: 01223 418200