

## **RECEPTION'S MANUAL**

### **Telephones**

- All calls should be answered in three rings or less
- The receptionist should identify the practice by name and give his or her first name.
- No caller should be put on hold without first being greeted properly and asked if the caller minds holding.
- Patients should not remain on hold for more than thirty seconds, except when the receptionist is on another call.
- Patients should not wait longer than two hours for a return call from the practice.
- There should be no complaints about lost or forgotten messages.
- There should be no more than two complaints per month about telephone procedures.

### **Scheduling**

- No patient should wait more than seven days for an appointment.
- New patients should be seen within three days.
- There should be no more than two complaints per month scheduling procedures.

### **Patient Reception**

- All patients should be greeted by name within thirty seconds of their arrival.
- The reception area and lobby should be kept clean and neat at all times.

### **Waiting Area**

- No patient should wait more than fifteen minutes from his or her scheduled appointment time to see the physician.
- If there is a change in the schedule, patient's should be notified immediately upon arrival and given the option to reschedule or come back later that day.
- Continually update patients who choose to wait on the status of their appointment.
- There should be minimal patient complains about waiting time.

### **Patient Education**

- The clinical staff should offer each patient a final opportunity to ask questions and escort each patient to the check out area.
- All patients should be given a practice brochure and business card.

### **Patient Complaints**

- Patient complaints should be addressed immediately by the staff person to whom the complaint was made.
- If this person is unable to resolve the complaint, he or she should immediately contact the staff person who can resolve the problem.
- The office manager should call each patient who has a complaint on the next business day to make sure the issue was resolved to the patient's satisfaction.

# Salon Receptionist Training Manual

**SJ Ball**



## **Salon Receptionist Training Manual:**

**Milady's Salon Receptionist's Handbook** Judy Ventura,1993 This one of a kind training manual will show students and professionals how to efficiently serve clients staff and management A must have resource this manual covers everything a professional receptionist needs to know to succeed in a career from procedures to techniques Just some of what you will learn includes How to function as a more professional level and achieve a more satisfying position How to run an appointment desk greet clients sell retail products and bookkeeping How to establish positive relationships with management and staff ALSO AVAILABLE AUDIOTAPE ISBN 1 56253 307 X *Healthcare Beauticians Training Manual* Patricia Pingitore,2022-12-01 Welcome to this indispensable resource guide professionally recommended as a mandatory supplement to proper Healthcare Beautician training Not only is this book an essential tool for success but it also seeks to revolutionize the way the Healthcare Beautician is recognized accredited The FIRST of its kind this groundbreaking guide is for anyone who wishes to begin this courageous career or anyone who wishes to brush up level up This publication is an extremely helpful companion infused with practical experience gained over decades the underlying research that supports it A beautiful wise and user friendly handbook it integrates vital aspects of the healthcare industry with the important role of the Healthcare Beautician Personal grooming neglect is an epidemic in our healthcare system this book spotlights the urgent need for our culture to acknowledge this prioritize accordingly While its focus is on long term care acute care settings it is possible for anyone to apply the principles in this guide and adjust them appropriately for the home client population or venue Recognizing the critical importance of the safety welfare of all involved this guide addresses every last safeguard precaution necessary to thrive like a pro in this unique field Free downloadable templates included A wellspring of creative resourceful ideas tips tricks Relatable stories testimonies A comprehensive guide to terminology chemicals diseases hazards regulations And so much more An informed beautician is a natural leader makes the best choices for all involved Being an ambassador for the overall safety well being of an institution s staff residents makes you a valuable essential employee non expendable asset This secures a long lasting stable career with a solid reputation built on integrity grace On the job mastery is yours for the taking Performing skillfully at the highest level in the safest most efficient manner is your prerogative Grow your knowledge wisdom of this tender trade tighten your skillset become the profound professional you were destined to be Learn More [www.healthcarebeauticians.com](http://www.healthcarebeauticians.com) BookonFire Press In Love We Trust Circa 21st century [www.rockyourworldbooks.com](http://www.rockyourworldbooks.com) **S/Nvq Level 2 Hairdressing with Barbering Candidate** Leah Palmer,2005 This candidate handbook covers all the relevant knowledge and skills to pass the S NVQ level 2 in Hairdressing It contains details on all types of hair case studies and activities and other key points *CIMA Official Learning System Enterprise Operations* Bob Perry,2009-07-28 CIMA Official Learning Systems are the only textbooks recommended by CIMA as core reading Written by the CIMA examiners markers and lecturers they specifically prepare students to pass the CIMA exams first time Fully

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