

Receptionist Handbook

RECEPTIONIST HANDBOOK

This Front-Line Staff and Reception Service Agreement describes the protocols and procedures we have in place at {Company} for front-line and reception staff to ensure that the duties and protocols of the job are clearly understood and that the customer experience is the best it can be.

OUR CUSTOMER SERVICE GUIDELINES & PROTOCOLS

GENERAL

Front line staff and reception staff who deal with the public are expected to dress neatly and professionally.

MOBILE DEVICES - Outside of breaks and lunch, use of mobile devices (including but not limited to cell phones, smartphones, and tablets) for texting or any other electronic chat function, personal conversations, internet access, or any other personal purpose is not allowed under any circumstances unless it is an urgent matter. It is not in the Company or the customer's best interest for our staff to use their mobile devices while at work. Your mobile device must never be used, displayed, or make sounds during working hours.

URGENT CALL-If someone needs to get in touch with you for an urgent matter; they are welcome to call the main switchboard at any time. If they cannot get hold of anyone, they are welcome to call {ENTER PERSONS NAME} on their cell phone {CELLPHONE NUMBER} and they will be happy to pass on the message immediately.

Outside of lunch and breaks, **PERSONAL USE OF COMPANY COMPUTERS, INTERNET, OR ANY OTHER COMPANY EQUIPMENT IS NOT ALLOWED UNDER ANY CIRCUMSTANCES.** It is not in the Company or the customer's best interest for our staff to be working on personal matters while at work.

GUM -The presence of chewing gum should not be known by others.

DEALING WITH WALK-IN VISITORS

Acknowledge and welcome a visitor or customer as soon as you can. Even if you are on the phone, make eye contact, smile, and try to communicate non-verbally that you are aware they are there and you will be right with them.

CUSTOMER GREETING -When greeting a customer, or answering the phone, always, **always** smile and warmly say "hello." Try to find an anchor point to make a conversation connection. If you cannot find an anchor point, it's best not to fake it. Disingenuous conversation or small talk can be a turn off for some customers and it may be best to keep it professional. Use your judgment, but the default is always to warmly ask them "How can I help you today?"

ATTITUDE -Be friendly, professional, and calm at all times – and smile! We want customers to feel good when they are dealing with us. Your attitude is important. It says a lot about the Company and largely determines whether the person in front of us will become a repeat customer.

Even if you are having a bad day, it is your job to ensure that customers are not aware of it and are dealt with in a positive manner at all times. Customers prefer not to hear about or feel negative energy from us. Sharing negative feelings or situations with customers is not appropriate. If you need to speak with

Reception Desk Manual

Lorraine Nordmann, Andrea Day



Reception Desk Manual:

Law Office Policy & Procedures Manual Howard I. Hatoff, Robert C. Wert, 2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office policies personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs **Transportation Manual** ,1970

Occupational Health Manual United States Navy Department. Medicine and Surgery Bureau, 1972 *Occupational Health Manual* Naval Medical Training Institute, 1972 *A Professional Guide to Room Division Operations* Manoj Kumar Yadav, 2025-06-01 A Professional Guide to Room Division Operations is a training manual for the students and industry professionals in the room divisions of hospitality organizations The book is divided into two parts Part I is on Front Office Operations which discusses topics like FO organization revenue resources guest segmentation reservation tariff reception bell centre support centres call operations billing handling special situations guest cycles and so on The second part on housekeeping operations discusses topics on linen and uniform room operations organization of housekeeping cleaning and polishing public area cleaning area inspection in room services interior decoration laundry services pest control and waste disposal safety and security room selling techniques night auditing and so on With its wide coverage and approach to the subject the book will serve as a complete standalone resource for students front office hospitality and housekeeping professionals *The Green Office Manual* Wastebusters Ltd, 2000 This completely revised second edition of the popular jargon free guide to greener working practices highlights the opportunities for achieving cost savings and environmental improvements to enhance competitiveness in organizations of all sizes with specific guidance for small businesses The manual sets out effective and simple mechanisms to encourage participation and commitment from both staff and suppliers It builds on the sound advice of the first edition with a wide range of new case studies from different sectors including retailers hotels and hospitality schools and educational institutions airports and prisons as well as plenty of office based examples Written with the busy office manager in mind the manual offers clear and reliable independent information and easy to follow guidelines for businesses of all sizes Profiles are provided of useful organizations who can help together with their contact details and website information *Dial/manual Central Office Repairer* United States. Department of the Army, 1980 *Air Force Manual* United States. Department of the Air Force, 1976 **Training package for the regional office manual** ,1980 *Manual of Nursing* M. E. Vlok, 1992-12 The two volume Manual of Nursing is a comprehensive and up to date work on the nursing profession in South Africa It covers the whole nursing curriculum and broadens the student s scope of

knowledge by discussing subjects not included in midwifery critical care nursing community nursing and psychiatric nursing Easy referencing ensures that the set encapsulating the integrated nursing course is of immediate and practical use This work discusses medical and surgical conditions from a nursing perspective Volume One introduces certain basics of nursing theory and practice and it includes a section dealing with nursing related services **Study Guide and Procedure**

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