

# 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

# Receptionist Training Guide

**United States Price Administration  
Office**



## Receptionist Training Guide:

**Receptionist Training Manual** Chris Heagle, Robb Heagle, 2005      *Medical Receptionists and Secretaries Handbook* Mari Robbins, 2017-11-22 This best selling classic has now been fully revised expanded and updated It has established itself over ten years and with three previous editions as the essential handbook for study and daily reference Medical Receptionists and Secretaries Handbook Fourth Edition contains vital information for all staff enabling them to work efficiently and effectively both within the NHS and private medical sectors It encourages an understanding of the importance of administrative staff in providing high standards of patient care and promotes teamwork throughout the whole healthcare environment No medical receptionist secretary or healthcare administrator should be without it      *The Guide to National Professional Certification Programs* Philip M. Harris, 2001 The job market continues to change Highly skilled and specialized workers are in demand Traditional education cannot meet all the needs to create specialty skill workers Certification provides up to date training and development while promoting individual or professional skills and knowledge in a focused manner Certification as a way of continuing professional education can also be more cost effective      *The Good GP Training Guide* Matt Burkes, Alec Logan, 2014-06-02 The Good GP Training Guide is a travel guide style book for trainees in general practice Written by over a hundred contributors assembled from five continents it includes contributions from leading writers in primary care It is written in an accessible style with down to earth tips and anecdotes sometimes irreverent from real life There is an emphasis on the reality of general practice It also contains humorous or touching vignettes with accompanying linocut artwork from the Red Roses exhibition The book's first section covers hospital placements It is intended to show trainees how to get the most out of their training posts Beginning with basic information on behaviour required in the hospital setting there are chapters looking at cardiology ophthalmology rheumatology etc These chapters are split up into handy lists covering the basics tips on patients and PDP pointers The second section covers GP rotations It gives information on passing the various RCGP exams as well as realistic advice on other facets of general practice The third section looks at finding a job and making the transition to an independent practitioner Options for broadening a doctor's career are looked here with chapters on event medicine academia teaching etc There is information on how to stay out of trouble and how to use social media safely and without running foul of the GMC The book offers the ultimate guide to the training process It covers the entire training experience and the practicalities of what comes after      Unqualified Doctors Performing Cosmetic Surgery United States. Congress. House. Committee on Small Business. Subcommittee on Regulation, Business Opportunities, and Energy, 1989      **Veterinary Receptionist's Handbook** Gaston Janowiak, 2021-08-11 The Front desk is responsible for answering inquiries directing queries to the correct personnel department Communication skills and personal appearance are very important and influencing factors A person should be confident warm polite patient and sincere to deal with the queries of guests at the Front Office Read on to discover What a profitable front desk looks like and how to know if

you have one Why your front desk is most likely draining your profits right now and how to identify and plug the holes in your leaking bucket Why transforming your front desk is the answer to 7 out of 10 problems your practice faces every day What veterinarians practice owners and managers must understand and communicate to staff before attempting any changes to their front desk Neglect this and you ll have a mutiny How your front desk holds the keys to achieving maximum compliance from every client turning them into loyal life long supporters who will never consider going to any other practice How to equip your front desk to handle any situation with ease and confidence regardless of the circumstance The three questions a particular front desk asked each of their clients increased appointment conversions by 524% in one month **Catalog of**

**Training** U.S. Fish and Wildlife Service, **Practice Made Perfect** Marsha L. Heinke,2014-05-14 I May Be a Guild Receptionist, but I'll Solo Any Boss to Clock Out on Time, Vol. 3 (light novel) Mato Kousaka,2024-06-18 BIRTHDAY BREAK OR BUST Despite her best efforts Alina Clover once again finds herself sneaking off in the night to smash dungeon monsters and walls to cut down on her overtime But a glimmer of hope emerges when she hears about a new policy being implemented at the office Employees who submit an effective business betterment plan will be given a day off on their birthday Alina is determined to snag that birthday break yet is totally stumped when it comes to ideas Maybe she can get some inspiration at the annual receptionist training seminar But with this much overtime will she even get to go

Occupational Training Guides United States. Department of Labor,1974 **Resources in Education** ,1993 **A Guide to Traininf [for Operations Division, Rent Department.]** United States Price Administration Office,1946 *Unqualified Doctors Performing Cosmetic Surgery* United States. Congress. House. Committee on Small Business. Subcommittee on Regulation, Business Opportunities, and Energy,1989 *101 Veterinary Practice Management Questions Answered* Amanda L. Donnelly,2010 **Information Communication Occupations; a Suggested Curriculum Guide** United States. Office of Education,1970 **The Interior Design Business Handbook** Mary V. Knackstedt,2002-04-08 Discover how you can run the practical side of your practice more profitably This comprehensive guide to managing an interior design business gives you an arsenal of proven procedures and practical tools and techniques perfected over the course of some thirty years New to this edition are sections on establishing an electronic office the pros and cons of working alone and creating partnerships hiring and working with off site employees and more It also includes more than fifty sample forms and letters such as an existing conditions survey and a letter of transmittal that can easily be adapted to your own uses Basic Guide to Dental Sedation Nursing Nicola Rogers,2019-11-05 Basic Guide to Dental Sedation Nursing offers a complete resource for information about dental sedation nursing Updated to reflect the current National Examining Board of Dental Nurses NEBDN curriculum the new edition provides essential information on the subject in an accessible format The book starts by defining conscious sedation and discusses why dental sedation is used before moving on to discuss topics such as the medico legal aspects the dental nurse s role equipment patient selection types of sedation medical emergencies and anatomy Presents

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