

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 Manual

**Anita Jupp, Advanced Dental Education
Institute**



Receptionist Training Manual:

Receptionist Training Manual Chris Heagle, Robb Heagle, 2005 *Dental Reception Training Manual* Anita Jupp, Advanced Dental Education Institute, 2007 *The Veterinary Receptionist's Training Manual* James F. Wilson, Carol McConnell (D.V.M.), 1995 Computer disks can be used with WordPerfect or Word to draft different text and replace entire sections of the manual with customized versions of how receptionists should deal with specific problems **Front Office Management for the Veterinary Team E-Book** Heather Prendergast, 2018-12-20 NEW Strategic Planning chapter discusses how to strategically plan for the successful future of the veterinary hospital and will include details on growing the practice planning the workforce meeting consumer needs and increasing the value of the practice NEW The Leadership Team chapter discusses how leadership affects the paraprofessional staff provides suggestions for effective leadership strategies and methods to set expectations for employees including attracting and retaining employees leveraging empowering and driving employee engagement NEW Standard Operating Procedures provides a checklist of important tasks associated with that chapter that must be addressed completed in the veterinary practice setting **How to be a Hotel Receptionist** Matt Shiells-Jones, 2012-03-15 This book is designed for anyone who works front of house in a hotel from porters to managers and beyond and is an indispensable read that covers almost everything you could encounter from complaint handling and telephone call skills through to dealing with overbooking and room allocations Comprehensive yet easy to read and conversational in tone this book provides a great addition to any in house training It contains one of the most comprehensive sections on complaint handling both in writing and face to face along with guidelines on best practice sample scenarios and questions to make you think making this a fantastic read to help you get to grips with the reception and front of house role This book covers a vast array of matters and is suitable for both floor level staff and managers *The Veterinary Receptionist's Training Manual* James F. Wilson, 2002 *Be the Effective Receptionist* Sandy Leong, Sahara Consultancy UK., 2010 **Front Office Operation** Chiranjib Kumar, Ph.d., 2016-07-03 Front Office is one of the major revenue producing department in the hotel Whether hotel is small or big it requires front office to run the business smoothly without any trouble Front office not only sells the rooms of the hotel but also sells other services offered by the hotels It is controlling centre of movement of guest inside the hotel Most of the hospitality and tourism business requires well managed front office to delegate the work in proper way The book is based on extensive research on front office operation in Hospitality and Tourism services It is prepared to meet with requirement of front office personnel in challenging scenario of hotel operation It covers almost all important aspects of Front office operation as per the demand of hotel industry It provides an opportunity to become true Front Office professionals The book contains simplicity in diversity and touches almost all the important points which are required to understand the concept of Front office operation and management that is reservation check in to check out and further leads to the advance stage that is Night Audit Revenue Reports PMS GDS

Hotel Statistic Reports Room Forecasting yield management sales promotion resorts and cruise and other aspects It includes various procedures of front office starting from check in to check out and arrival to departure Practice Made Perfect Marsha L. Heinke,2014-05-14 **Unqualified Doctors Performing Cosmetic Surgery** United States. Congress. House. Committee on Small Business. Subcommittee on Regulation, Business Opportunities, and Energy,1989 **Practice Management for the Veterinary Team - E-Book** Heather Prendergast,2023-11-09 NAME **Unqualified Doctors Performing Cosmetic Surgery** United States. Congress. House. Committee on Small Business. Subcommittee on Regulation, Business Opportunities, and Energy,1989 *Hospital Administration Manual* Maharashtra (India). Urban Development, Public Health and Housing Department,1967 **101 Veterinary Practice Management Questions Answered** Amanda L. Donnelly,2010 *The Veterinary Receptionist's Handbook* M. T. McClister,Amy Midgely,1995 Resources in Vocational Education ,1979 Dental Assistant's Manual - E-Book Epub Dental Assistants Association of Austral,2024-04-19 The Dental Assistants Manual 4th edition is a reference manual catering for all aspects of dental assisting It supports and is aligned to important Australian government standards including the National Competency Standards part of the recently endorsed Health Training Package NHMRC Guidelines for Infection Control Occupational Health Safety Standards put down by Worksafe Australia and Australian New Zealand Standards 4815 Office base health care facilities not involved in Complex Patient Procedures Processes Adherence to these standards ensures that the Dental Assistants Manual is not only a valuable reference for students it can be also be used right across Australia and New Zealand as a reference tool in any dental surgeries clinics or laboratories The Dental Assistants Manual is intended to provide the required knowledge for achieving the newly endorsed National Competency Standards for the Certificate III in Dental Assisting endorsed by ANTA Australian National Training Authority in January 2002 which forms the basis for further study in Certificate IV courses in areas such as Dental Technology Dental Health Education Dental Assisting Radiology and Dental Technician It provides step by step instructions on how to carry out certain practical components and requirements of the competencies No other reference tool in Australia or New Zealand addresses any of the implications of these standards for dental assistants in the workplace Addresses the National Competency Standards in the recently endorsed National Training Package Contains most recent NHMRC guidelines for Infection Control Includes latest Occupational Health Safety Standards put down by Worksafe Australia Covers ANZ standards 4815 Office based health care facilities not involved in Complex Patient Procedures Process Cleaning Disinfection Sterilising Reusable Medical Surgical Instruments Equipment and Maintenance of the Associated Environment A Manual of Practice Improvement Ian B. Hughes,1976 I Parry Everything: What Do You Mean I'm the Strongest? I'm Not Even an Adventurer Yet! Volume 1 Nabeshiki,2023-02-28 The Kingdom of Clays faces a dire crisis an assassination attempt has just been made on its own Princess Lynneburg and its neighboring countries eye the aftermath like starving vultures plotting the Kingdom s downfall The ensuing conflict will shape the face of the continent for

centuries to come but Noor doesn't have a clue about any of that. Having freshly arrived at the royal capital after over a decade of rigorous isolated training at his mountain home, he's dead set on achieving his childhood dream of becoming an adventurer even if the only skills he possesses are useless ones. Sure, he can parry thousands of swords in the span of a single breath, but everybody knows you need more than that if you want to be an adventurer. Our hero's road to making his dream come true will be long and arduous, but if there's one thing Noor's not afraid of, it's some good ol' fashioned hard work.

Dental Reception and Supervisory Management Glenys Bridges, 2019-04-15. *Dental Reception and Practice Management* 2nd Edition is the dental office administrator's essential companion to all aspects of reception work and supervisory practice management duties. The book covers vital interpersonal skills and the important aspects of business management and marketing relevant to dentistry. In addition, it explains the development of dental care, enhancing the reader's understanding and awareness of the necessary clinical aspects of dentistry. It also addresses the General Dental Council's Standards for the Dental Team, which details the nine principals for observing patient rights and looks at new regulations introduced by the Health and Social Care Act. Provides practical advice for dental receptionists wishing to upgrade their skills. Covers all aspects of the receptionist role from administration and marketing to quality management and patient experience. Looks at new standards and regulations put into effect. Offers concrete suggestions to improve dental practices and further patient health. Includes access to a companion website with case studies and links to useful websites. *Dental Reception and Practice Management* 2nd Edition is designed for use by dental receptionists in practice and for use in dental reception courses. It will also greatly benefit dental nurses, dental hygienists, and dentists.

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