

# 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

# Training Guide For Receptionist

**Marsha L. Heinke**



## **Training Guide For Receptionist:**

*Receptionist Training Manual* Chris Heagle, Robb Heagle, 2005      *Dental Reception and Practice Management* Glenys Bridges, 2008-04-15 Dental Reception and Practice Management is the dental office administrator's essential companion to all aspects of reception work and 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 and the range of available treatments, enhancing the reader's understanding and awareness of the necessary clinical aspects of dentistry. Dental reception and Practice Management covers a range of key skills and knowledge within three sections: Overview of Dental Care Administration, Front of House Skills and Planning, and Managing Dental Services, bringing together practical guidance on business management and reception skills with accessible and relevant information on the dental professions.      *A Guide to Traininf [for Operations Division, Rent Department.]* United States Price Administration Office, 1946      *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 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 at 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.      **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 *Training for the Hospitality Industry* Lewis C. Forrest,1990 **Study Guide for Jones & Bartlett Learning's Comprehensive Medical Assisting** Judy Kronenberger,Julie Ledbetter,2023-01-09 Master your course with the practice and hands on activities that will help you get ready for the medical office In this new edition of Study Guide for Jones Bartlett Learning's Comprehensive Medical Assisting the exercises and activities align with the most current Medical Assisting Education Review Board MAERB of the American Association of Medical Assistants AAMA curriculum standards The Study Guide is divided into sections that coincide with the textbook and includes exercises that reinforce the knowledge and skills required of all Medical Assistants *Producing Instructional Systems* A. J. Romiszowski,2024-02-02 First Published in 1986 This two volume work on the development of instruction is planned as a companion to an earlier book *Designing Instructional Systems* This earlier book dealt with the decision making process involved in overall course planning and curriculum design The present continues on to the micro design stages of lesson and instructional materials development The work is divided into two volumes Volume 1 *Producing Instructional Systems* deals with lesson planning for individualised instruction in the conventional classroom environment as well as planning of all group learning situations simulations and games Volume 2 *Developing Auto Instructional Materials* deals with the development of many different types of materials including programmed instruction structural communication various styles of structured writing audio and audio visual instruction and the many types of computer based materials now being introduced in both education and training Taken together these two volumes give extensive coverage of practical techniques for the development of instruction **Catalog of Training** National Conservation Training Center (U.S. Fish and Wildlife Service),2007 Resources in Vocational Education ,1980 Resources in Education ,1993-07 Unqualified Doctors Performing Cosmetic Surgery United States. Congress. House. Committee on Small Business. Subcommittee on Regulation, Business Opportunities, and Energy,1989 *Study Guide for Jones & Bartlett Learning's Administrative Medical Assisting* Julie Ledbetter,2020-04-23 Designed to ensure that every medical assisting graduate can quickly trade a cap and gown for a set of scrubs Jones Bartlett Learning's Administrative Medical Assisting Fourth Edition is more than just a textbook it's an engaging dynamic suite of learning resources designed to train medical assisting students in the administrative skills they'll need in today's rapidly changing health care environment Practice Made Perfect Marsha L. Heinke,2014-05-14 *Information Communication Occupations; a Suggested Curriculum Guide* United States. Office of Education,1970 *The Practitioner* ,1988 PISA

Vocational Education and Training (VET) Assessment and Analytical Framework OECD,2024-03-19 This report presents the conceptual foundations of the OECD Programme for International Student Assessment PISA Vocational Education and Training VET currently in the Development Phase of implementation which aims to provide a comprehensive and rigorous international survey of student knowledge and skills that are essential for success in selected occupational areas

**Blackwell's Five-Minute Veterinary Practice Management Consult** Lowell Ackerman,2006-08-30 Blackwell s Five Minute Veterinary Practice Management Consult is a comprehensive one stop reference text on all things management related from understanding the marketplace in which veterinarians practice to appreciating hospital finances to the nuts and bolts of marketing services for a veterinary practice Topics are covered in a thorough but concise format and provide invaluable information for practice owners administrators associates and staff Key Features follows the popular Five Minute Veterinary Consult structured format consistency of presentation makes for easy information retrieval focus is on practical rather than theoretical solutions for veterinary practice issues Provides examples within relevant topics Sections include The veterinary marketplace Client relationship management Communications Financial management Cash management Human resources Marketing management Operations management Administrative management Practice safety Legal Issues Planning Decision making Facility management design and construction Plus appendices list of abbreviations glossary and more

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 essential evidence based information on dental sedation nursing Reflects the current NEBDN curriculum Supported by images to demonstrate the concepts discussed Basic Guide to Dental Sedation Nursing is a useful manual for sedation nurses undertaking any of the NEBDN sedation qualifications including the NEBDN Diploma in Dental Nursing City and Guilds or CACHE Dental Nursing qualifications as well as for dental hygienists and therapists

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