

# 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

# Orientation Manual Reception Example

**Charlene White**



## **Orientation Manual Reception Example:**

*Case Studies and Activities in Adult Education and Human Resource Development* Steven W. Schmidt, Kathleen P. King, 2010-09-01 Case studies have become a widely used instructional tool in many educational environments The use of case studies began in the 1950s at Harvard Business School Today they may be used as part of a course of study or as the main focus of a course to which other material is added While the use of case studies is prevalent in schools of business and medicine they are not often used in adult education or human resource development This may be because there are no current major publications that deal with the use of case studies in these disciplines nor are there any major databases of adult education or human resource development case studies for instructors to use Good case studies can bring reality into the classroom They can provide frameworks for discussion based on issues that must be faced in real life Complex case issues can be broken down and examined for greater understanding then pulled together again for resolution Case studies can be used successfully in adult education I propose a book based on the use of case based learning in adult education and human resource development HRD The book could be positioned as a supplement to course textbooks for courses in adult education and HRD I would write the cases and develop the exercises but could also get others to contribute a case study or exercise to the book Cases would each be a half page to maybe 2 3 pages at the long end and would include questions for students readers Supplementary information possibly in the form of a DVD could be put together for instructors This information would include case study focal points and examples of possible responses for each study exercise

**U.S. Media and Migration** Sarah C. Bishop, 2015-12-22 Winner of the 2017 Outstanding Book Award from the National Communication Association's International and Intercultural Communication Division and the 2017 Sue DeWine Book Award from the NCA Applied Communication Division Using oral history ethnography and close readings of media Sarah C Bishop probes the myriad and sometimes conflicting ways refugees interpret and use mediated representations of life in the United States Guided by 74 refugee narrators from Bhutan Burma Iraq and Somalia U S Media and Migration explores answers to questions such as What does one learn from media about an unfamiliar place How does media help or hinder refugees sense of belonging after relocation And how does the U S government use media to shape refugees understanding of American norms standards and ideals With insights from refugees and resettlement administrators throughout Bishop provides a compelling and layered analysis of the interaction between refugees and U S media before during and long after resettlement

**Blackwell's Five-Minute Veterinary Practice Management Consult** Lowell Ackerman, 2020-01-09 Provides a quick veterinary reference to all things practice management related with fast access to pertinent details on human resources financial management communications facilities and more Blackwell's Five Minute Veterinary Practice Management Consult Third Edition provides quick access to practical information for managing a veterinary practice It offers 320 easily referenced topics that present essential details for all things practice management from managing clients and finances to

information technology legal issues and planning This fully updated Third Edition adds 26 new topics with a further 78 topics significantly updated or expanded It gives readers a look at the current state of the veterinary field and teaches how to work in teams communicate with staff and clients manage money market a practice and more It also provides professional insight into handling human resources in a veterinary practice conducting staff performance evaluations facility design and construction and managing debt among other topics **KEY FEATURES** Presents essential information on veterinary practice management in an easy to use format Offers a practical support tool for the business aspects of veterinary medicine Includes 26 brand new topics and 78 significantly updated topics Provides models of veterinary practice challenges to the profession trends in companion practices and more Features contributions from experts in veterinary practice human resources law marketing and more Supplies sample forms and other resources digitally on a companion website Blackwell's Five Minute Veterinary Practice Management Consult offers a trusted user friendly resource for all aspects of business management carefully tailored for the veterinary practice It is a vital resource for any veterinarian or staff member involved in practice management

Reserve Officers Training Corps Manual United States. Department of the Army,1972 **Museum Visitor Services Manual** Roxana Adams,2001 Museum Visitor Services Manual can help museum staff make a case for visitor services understand and meet the needs of visitors plan and staff visitor services train staff and evaluate services *Senate Ethics Manual* United States. Congress. Senate. Select Committee on Ethics,2000 Organization and Management of IVF Units Steven D. Fleming,Alex C. Varghese,2016-08-23 Bringing together the latest information on the organization management and quality of in vitro fertilization IVF units this is the first true field guide for the clinician working in assisted reproductive technologies ART Divided thematically into four main sections part one discussed the establishment and organization of the IVF unit including location design and construction practical considerations for batching IVF cycles and regulations and risk management Part two the largest section covers the many aspects of overall quality management and its implementation staff and patient management cryobank and PGD PGS management and data management as well as optimization of treatment outcomes and statistical process control analysis to assess quality variation Part three addresses the relationship between IVF units and society at large including the ethics of IVF treatment as well as public low cost and private corporate IVF units Advertising and marketing for IVF units is discussed in part four including the building and managing of websites and the use of traditional print and social media With approximately five thousand IVF units worldwide and a growing number of training programs Organization and Management of IVF Units is a key resource for clinic directors unit managers embryologists quality experts and students of reproductive medicine and clinical embryology Medical Office Management and Technology Brandy Ziesemer,2013-03-27 From A to Ziesemer Medical Office Management and Technology is the text to help student's navigate through their medical office management courses whether as part of a health information technology medical administration or any other allied health program This text starts at the beginning

with an introduction to new students not familiar with this topic and works thorough even the most advanced topics in medical office management With a special focus on leadership and a logical progression through the topics this has the makings of a faculty member s most trusted resource for this course      **Performing Texts** Michael Issacharoff,Robin F.

Jones,2016-11-11 This book is a volume in the Penn Press Anniversary Collection To mark its 125th anniversary in 2015 the University of Pennsylvania Press rereleased more than 1 100 titles from Penn Press s distinguished backlist from 1899 1999 that had fallen out of print Spanning an entire century the Anniversary Collection offers peer reviewed scholarship in a wide range of subject areas      *The Complete Guide to Managing the Orthodontic Practice* Charlene White,1995      *Welcoming*

*Cities* Jacqueline Broadhead,2025-09-24 A truly welcoming and inclusive city is not just an aspiration it is essential to the future of our increasingly diverse urban societies Yet too often policy and practice lack the theoretical and research foundations needed for meaningful and effective implementation This book bridges this gap offering an interdisciplinary framework grounded in empirical research and case studies from 12 UK cities and international partners Engaging with key governance challenges it explores how cities define and implement welcoming policies across multiple sectors Moving beyond critique this book provides a constructive action oriented approach to integration and social cohesion It will be essential reading for UK policy makers regional leaders and scholars from sociology and political science to migration studies and urban governance      **Lifting the Veil on Enrollment Management** Stephen J. Burd,2024-05-23 A shrewd

examination and critique of an industry that exerts a far reaching influence on college admissions in the United States

**The 2008 Pfeiffer Annual** Robert C. Preziosi,2007-09-24 The Leader in Human Resource Development for the Past Four Decades The 2008 Pfeiffer Annual Management Development Since 1972 The Pfeiffer Annuals have been the most trusted resource for presenting the best current thinking about workplace performance training and organizational and professional development Now the addition of The 2008 Pfeiffer Annual Management Development builds on that great tradition to offer an essential source of guidance opinions and practical solutions on issues of interest and concern to training and human resource professionals The 2008 Pfeiffer Annual Management Development provides instant access to a wealth of knowledge about management development and proven tools that can be put to use with a minimum of preparation The Annual covers an expansive range of topics grouped around four core themes Planning Organizing Leading and Coordinating and provides an essential bridge between the theories of management and its practice in organizations from multi national corporations to not for profit enterprises The depth and breadth of available resources new content will be added to the Annual every year ensures a steady stream of contemporary knowledge and tools Use the Annuals as a valuable source of knowledge for professional development      *Personnel Information Bulletin* United States. Veterans Administration,1950

*Handbook of Clinical Audiology* Jack Katz,Wilma Laufer Gabbay,1994 Containing broad coverage of clinical audiology in areas of both diagnosis and rehabilitation this work includes information on the nature of auditory disorders peripheral and

auditory functions and physiological evaluation of the auditory system Over 60 contributors present historical and theoretical practical information on an array of topics in audiology As well as giving information regarding sensory aids and communication training the text covers special populations and management of auditory problems      **Clinical Placement Manual For Enrolled Nurses** Catherine Joustra, Ali Moloney, 2018-12-01 Clinical Placement for the Diploma of Nursing is an exciting new resource that facilitates easier delivery of learning for HLT54115 A practical manual it incorporates both knowledge evidence and performance evidence supported by learning material Written to the training package all learning objectives and clinical skills are covered and activities assessments and materials you need are provided for each unit Educators and clinical facilitators now have transparency for mapping course delivery and streamlined placement Textbook layout suits course progression and clinical placement blocks as the order of coverage follows block delivery Opening vignettes and real life case studies and tips from nurses and students in clinical settings gives context to the theory and assist the student before placement to identify key knowledge elements which are applied to a practical setting Cross referencing is included and Clinical Placement for Diploma of Nursing can be value packed with Tollefson s Essential Clinical Skills and Clarke Gray s Foundations of Nursing to create a complete reference package for trainees      **Technical Manual** United States. War Department, 1965      **Community** , 1954      Airman's Guide , 1946      **News Bulletin of Community Chests and Councils of America** , 1953

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