

# 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 Training Manual Template

**JG Myers**



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**Laboratory manual for yellow fever** World Health Organization, 2024-01-25 This WHO laboratory manual provides the most up to date methods and procedures for the laboratory identification of yellow fever virus infection in humans It provides guidance on the establishment and maintenance of an effective laboratory providing routine surveillance testing for yellow fever which operates within the WHO coordinated Global Yellow Fever Laboratory Network GYFLaN capable of providing confirmation of yellow fever infection reliably and timely This second edition supersedes the first edition of the 2004 WHO manual for the monitoring of yellow fever virus infection     Village Phone Replication Manual David Keogh, Tim Wood, United Nations ICT Task Force, 2005 Why is it such a challenge to provide telecommunications to rural areas High initial infrastructure investment relative low call volumes high maintenance costs due to harsh environments cash box collection needs cash security costs for coin operated phones card availability for prepaid airtime systems technical illiteracy remote locations and high transportation costs are just some of the impediments to providing rural telecommunications access This manual is based on the experiences of the Village Phone Programmes in Bangladesh and Uganda In rural villages where no telecommunications services have previously existed the programme provides cellular phones via a sustainable financing mechanism to poor entrepreneurs who use the phone to operate a business Such has been the success that over 2 000 village phone businesses are now operating in remote villages of Uganda This manual is a guideline for replicating the programme in a new country It establishes a template for creating sustainable initiatives that bring telecommunications to the poor create viable new businesses for micro entrepreneurs and expand the customer base for telecommunications companies     Field Manuals United States. War Department, 1944     *Manual Training Magazine* Charles Alpheus Bennett, William Thomas Bawden, 1925     *The Temple Management Manual* Dale Glasser, Introducing To Learn and To Do The Temple Management Manual a 700 page joint publication of the URJ Ida and Howard Wilkoff Department of Synagogue Management and the National Association of Temple Administrators designed to help demystify the enormously complex task of governing and administering a congregation in the 21st century For ease of use The Temple Management Manual is fully indexed and tabbed in an updatable three ring binder It also includes a CD ROM containing 22 useful forms     **Fish Canning Handbook** Les Bratt, 2010-09-29 Fish Canning Handbook Fish Canning Handbook Edited by Les Bratt Canning continues to be an extremely important form of food preservation commercially and canned fish represents a source of relatively inexpensive nutritious and healthy food which is stable at ambient temperatures has long shelf life and in consequence is eminently suitable for worldwide distribution It is vitally important that all canning operations are undertaken in keeping with the rigorous application of good manufacturing practices if the food is to be safe at the point of consumption This demands that all personnel involved in the management and operation of cannery operations have a competent understanding of the technologies involved including the basic requirements for container integrity and safe heat

sterilisation This book provides a source of up to date and detailed technical information for all those involved in the production of canned fish from students thinking of entering the industry to regulatory authorities with responsibility for official inspection trading companies and retail organisations who purchase canned fish as well as the manufacturers themselves An exhaustive range of topics is covered in 15 chapters including the current global market processing packaging and storage operations food safety and quality assurance international legal requirements and laboratory analysis Also available from Wiley Blackwell Fishery Products Quality safety and authenticity Edited by H Rehbein and J Oehlenschläger ISBN 978 1 4051 4162 8 Handbook of Seafood Quality Safety and Health Applications Edited by C Alasalvar F Shahidi K Miyashita and U Wanasundara ISBN 978 1 4051 8070 2 Fish Processing Sustainability and new opportunities Edited by G Hall ISBN 978 1 4051 9047 3

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*Aligning Business and IT Strategies for Success* Dwaipayan Sethi, 2025-01-03 The illustrations in this book are created by Team Educohack *Aligning Business and IT Strategies for Success* provides a comprehensive guide to integrating information technology within business models for growth and efficiency We explore Business IT Alignment explaining how to implement technologies effectively to drive profits Information technology plays a vital role in business development and businesses in turn help technology evolve Our book covers essential models and strategies for Business IT alignment including the use of artificial intelligence in growing businesses This book is valuable for small businesses and large organizations alike

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**Health Care Delivery and Clinical Science: Concepts, Methodologies, Tools, and Applications** Management Association, Information Resources,2017-12-01 The development of better processes to provide proper healthcare has enhanced contemporary society By implementing effective collaborative strategies this ensures proper quality and instruction for both the patient and medical practitioners Health Care Delivery and Clinical Science Concepts Methodologies Tools and Applications is a comprehensive reference source for the latest scholarly material on emerging strategies and methods for delivering optimal healthcare and examines the latest techniques and methods of clinical science Highlighting a range of pertinent topics such as medication management health literacy and patient engagement this multi volume book is ideally designed for professionals practitioners researchers academics and graduate students interested in healthcare delivery and clinical science

**The Handbook of Lesbian, Gay, Bisexual, and Transgender Public Health** Michael D. Shankle,2006 Public health services for sexual minorities have suffered from practitioners lack of knowledge about sexual or gender orientation specific health concerns and inherent system homophobia and heterosexism The Handbook of Lesbian Gay Bisexual and Transgender Public Health A Practitioner s Guide to Service provides a unique focus on LGBT public health offering positive direction for practitioners looking for guidance in methods to ensure a healthy community for all while taking into consideration the special needs of sexual minorities Each chapter is exhaustively referenced includes useful lists of selected resources is clearly illustrated with tables and diagrams and asks questions to spark thought on the issues as they pertain to the reader s circumstances

Organizational Behaviour Daniel King,Scott Lawley,2016 The best selling textbook in organizational behaviour critical practical supportive

*Report to the Governor and General Assembly* Illinois. Department of Children and Family Services. Office of Inspector General,2015

Profile ,1994

**Book of Change** Richard H. Carson,2023-04-19 The Book of Change is a step by step guide for business leaders who want to manage organizational change in their workplace It is written for business and government executives change management consultants and university professors and students It provides practical change management solutions for those who need to address change in the workplace The book is designed to be a step by step instruction guide that the change management agent can use to manage organizational change These could be internal or external impacts to the organization s health or profitability

Bibliography of Scientific and Industrial Reports ,1946

**Schools and Kindergartens** Mark Dudek,2007-03-02 As a new generation of educational environments are designed and built this design manual helps architects to grasp the underlying educational theories and how they can be realized in built form so that the building fulfills its role as a 3

dimensional curriculum plan It presents over 80 international case studies      The ABCs of Group Visits Edward B. Noffsinger, 2012-10-26 The US healthcare system faces numerous difficulties uncontrolled increases in costs major access problems doctor shortages closing practices inefficiencies decreasing revenues shrinking bottom lines large numbers of uninsured and underinsured patients and the upcoming increased demands in service posed by the Affordable Care Act As a result many physicians and health care organizations are turning to group visits to address these problems While Dr Noffsinger's textbook *Running Group Visits In Your Practice* is the cornerstone reference on designing implementing and running shared medical appointments SMAs in one's practice it lacks the simplicity and practicality that clinicians are looking for to start their own SMA programs *The ABCs of Group Visits* is a practical streamlined and step by step guide focused on the implementation aspects of group visits Healthcare professionals at every level are looking for alternate ways to deliver high quality care at lower cost and it is clear to many that group visits provide a care delivery model that will address many of today's critical challenges *The ABCs of Group Visits* quickly provides a solution for your busy practice

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