

# 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 Guide

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**Table of Contents Reception Training Guide**

1. Understanding the eBook Reception Training Guide
  - The Rise of Digital Reading Reception Training Guide
  - Advantages of eBooks Over Traditional Books
2. Identifying Reception Training Guide
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Reception Training Guide
  - User-Friendly Interface
4. Exploring eBook Recommendations from Reception Training Guide
  - Personalized Recommendations
  - Reception Training Guide User Reviews and Ratings
  - Reception Training Guide and Bestseller Lists
5. Accessing Reception Training Guide Free and Paid eBooks
  - Reception Training Guide Public Domain eBooks
  - Reception Training Guide eBook Subscription Services
  - Reception Training Guide Budget-Friendly Options
6. Navigating Reception Training Guide eBook Formats
  - ePub, PDF, MOBI, and More
  - Reception Training Guide Compatibility with Devices
  - Reception Training Guide Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Reception Training Guide
  - Highlighting and Note-Taking Reception Training Guide
  - Interactive Elements Reception Training Guide
8. Staying Engaged with Reception Training Guide

- Joining Online Reading Communities
- Participating in Virtual Book Clubs
- Following Authors and Publishers Reception Training Guide
- 9. Balancing eBooks and Physical Books Reception Training Guide
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Reception Training Guide
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Reception Training Guide
  - Setting Reading Goals Reception Training Guide
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Reception Training Guide
  - Fact-Checking eBook Content of Reception Training Guide
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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