

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

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Lei Shi



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Front Office Management for the Veterinary Team - E-Book Heather Prendergast, 2014-09-30 UPDATED Pet Health Insurance and Wellness Programs chapter describes how pet insurance and wellness programs may be integrated into a successful business UPDATED chapters include the most current information on team management human resources marketing inventory management and preparing and maintaining a budget UPDATED coverage of technology and procedures includes new computer screen shots new photos revised What Would You Do Not Do boxes addressing real life situations and a glossary helping you make a smooth transition into the workplace **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 **Defining Excellence in Simulation Programs** Juli C Maxworthy, Janice C Palaganas, Chad A Epps, Mary Elizabeth (Beth) Mancini, 2022-02-22 Raise your simulation programs to new heights with the fully updated Defining Excellence in Simulation Programs 2nd edition An official publication of the Society for Simulation in Healthcare this fully illustrated guide speaks to the needs of all healthcare professionals using simulation for education assessment and research Offering best practices for a wide variety of programs it addresses all areas of program management from staffing funding and equipment to education models Whether you are new to running a simulation program developing a program or studying simulation this is your key to creating cost effective research based programs **Receptionist Training Manual** Chris Heagle, Robb Heagle, 2005

Spa Bodywork Anne Williams, 2007 This textbook guides massage therapists through each step of delivering a spa treatment from consideration of the indications and contraindications to scope of practice issues supplies room set up specific procedure steps and ideas for integrating massage techniques spa products and enhancing accents While wet room treatments are discussed the focus is on dry room treatments which can be delivered in a wider variety of settings More than 250 full color photographs illustrate each technique and treatment Treatment Snapshot boxes provide a quick overview of the treatment before the detailed step by step procedures section Sanitation Boxes offer clean up and sanitation tips Sample Treatments include promotional descriptions product recommendations and recipes for creating inviting smell scapes

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Perspectives Mehmet Huseyin Bilgin, Hakan Danis, Ender Demir, 2022-11-26 EBES conferences have been intellectual hub for academic discussion in economics finance and business fields and provide network opportunities for participants to make long lasting academic cooperation This is the 24th volume of the Eurasian Studies in Business and Economics EBES s official proceeding series which includes selected papers from the 37th EBES Conference Berlin The conference was jointly organized with the GLO Global Labour Organization a global independent non partisan and non governmental organization based in Germany with the support of the Istanbul Economic Research Association and in collaboration with the FOM University of Applied Sciences Germany Due to COVID 19 the conference presentation mode was virtual In the conference 177 papers by 379 colleagues from 54 countries were presented Both theoretical and empirical papers in this volume cover diverse areas of business economics and finance from many different regions Therefore it provides a great opportunity to colleagues professionals and students to catch up with the most recent studies in different fields and empirical findings on many countries and regions

Visual Impairment and Work Sally French, 2017-02-17 This book traces the development of paid work for visually impaired people in the UK from the 18th century to the present day It gives a voice to visually impaired people to talk about their working lives and documents the history of employment from their experience an approach which is severely lacking in the current literature about visual impairment and employment By analysing fifty in depth face to face interviews with visually impaired people talking about their working lives featuring those who have worked in traditional jobs such as telephony physiotherapy and piano tuning to those who have pursued more unusual occupations and professions and grouping them according to occupation and framed by documentary historical research these stories can be situated in their broader political economic ideological and cultural contexts The themes that emerge will help to inform present day policy and practice within a context of high unemployment amongst visually impaired people of working age It is part of a growing literature which gives voice to disabled people about their own lives and which adds to the growing

academic discipline of disability studies and the empowerment of disabled people **Planning & Zoning News** ,1995

From Adam's Rib to Women's Lib Basil Cooper,1973 **The Michigan CPA.** ,1985 *Proceedings* Group Health Institute,1983 **Milady's Salon Receptionist's Handbook** Judy Ventura,1993 This one of a kind training manual will show students and professionals how to efficiently serve clients staff and management A must have resource this manual covers everything a professional receptionist needs to know to succeed in a career from procedures to techniques Just some of what you will learn includes How to function as a more professional level and achieve a more satisfying position How to run an appointment desk greet clients sell retail products and bookkeeping How to establish positive relationships with management and staff ALSO AVAILABLE AUDIOTAPE ISBN 1 56253 307 X *El-Hi Textbooks & Serials in Print, 2003* ,2003 A Training Manual for Reception Area Student Employees in the Office of Scholarships and Financial Aid Maralee K. Clayton,1992 *The Receptionist Handbook* Lisa Harmon,2010-01-22 This no nonsense guide to being a receptionist is just the handbook corporate America has been waiting for Every front desk employee should be required to read this delightful quirky little book The illustrations keep it rolling and the text is as insightful as it is humorous It covers topics on clothing and image core reception skills and more With tips on how to get organized and examples of just what to say in every situation this is a must have for any receptionist who has ever felt upstaged by the rest of the office *Front Office Training Manual* Charles Ober,1998 **Hotel Front Office** ,1982

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