

# 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

# Procedure Manual For Receptionist

**Sally DeNotta, Martha Mallicote, Sheri  
Miller, Deborah Reeder**



## **Procedure Manual For Receptionist:**

*Law Office Policy & Procedures Manual* Howard I. Hatoff, Robert C. Wert, 2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office policies personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs

**Dental Receptionist Procedure Manual** George J. Slagon, 1972

*Medical Receptionists and Secretaries Handbook* Mari Robbins, 2006 The volume provides a concise but comprehensive manual for use as both a college text and a practical reference for receptionists and secretaries in hospitals and general practice

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

**Office Procedures Manual** Jeannie Homan, 1994

**OSHA Compliance Management** Elsie Tai, 2000-12-21 Designed specifically for the needs preferences and styles distinct to long term care this OSHA Compliance Management A Guide for Long Term Health Care Facilities serves as an excellent working reference It focuses on priorities and provides you with the background and tools vital to achieving OSHA compliance and inspection preparedness In this user friendly practical hands on manual you get Inspection preparedness briefing materials that provide you with last minute advice and activities Real life scenarios offering hands on practical advice and directions to minimize liability Comprehensive policies with built in flexibility for designing mandatory practices to best fit your organization's needs Summary discussions give you a quick concise overview of all the issues covered including historical significance current developments and cautionary notes Long term care documentation recordkeeping and management tools for streamlining activities and maximizing necessary expended efforts Step by step instructions for conducting and

documenting specific types of assessments and information necessary for strategic decision and policy making Flow charts tables and other materials containing long term care specific statistics and decision tree processes Streamline your organization s processes save time and money avoid liability and improve safety management and performance OSHA Compliance Management A Guide for Long Term Health Care Facilities gives you a headstart in achieving OSHA compliance and being prepared for OSHA inspections *Hospitality Reception and Front Office (Procedures and Systems)* Negi Jagmohan,2013 Section I Concepts Procedure Skills Techniques Section Ii Conversation Skills Some English French German And Hinidi Communicationalskills **Pet-Specific Care for the Veterinary Team** Lowell Ackerman,2021-06-02 A practical guide to identifying risks in veterinary patients and tailoring their care accordingly Pet specific care refers to a practice philosophy that seeks to proactively provide veterinary care to animals throughout their lives aiming to keep pets healthy and treat them effectively when disease occurs Pet Specific Care for the Veterinary Team offers a practical guide for putting the principles of pet specific care into action Using this approach the veterinary team will identify risks to an individual animal based on their particular circumstances and respond to these risks with a program of prevention early detection and treatment to improve health outcomes in pets and the satisfaction of their owners The book combines information on medicine and management presenting specific guidelines for appropriate medical interventions and material on how to improve the financial health of a veterinary practice in the process Comprehensive in scope and with expert contributors from around the world the book covers pet specific care prospects hereditary and non hereditary considerations customer service implications hospital and hospital team roles and practice management aspects of pet specific care It also reviews specific risk factors and explains how to use these factors to determine an action plan for veterinary care This important book Offers clinical guidance for accurately assessing risks for each patient Shows how to tailor veterinary care to address a patient s specific risk factors Emphasizes prevention early detection and treatment Improves treatment outcomes and provides solutions to keep pets healthy and well Written for veterinarians technicians and nurses managers and customer service representatives Pet Specific Care for the Veterinary Team offers a hands on guide to taking a veterinary practice to the next level of care The Veterinary Receptionist's Handbook M. T. McClister,2000 **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 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 **Creating and Updating an Employee Policy Manual: Policies for Your Practice** American Dental Association,2016-06-01 This resource helps dental practices develop an office policy manual

Includes sample policies forms and worksheets to help craft the perfect policy for your dental employee handbook With 99 sample dental office policies sample dental job descriptions templates for forms worksheets and checklists and explanations of at will employment Also offers information on dental staff training including OSHA and HIPAA     Management Competency for Physical Activity Education and Sport Earle F. Zeigler, Gary W. Bowie, 2007-08-24 The introduction of this combined text and laboratory workbook with its tear out sheets on which to complete specific experiences is a first in the field It can be employed either by itself or in connection with a standard text that has limited or no practical exercises included If desirable also the instructor could amplify what is offered here by the addition of other laboratory experiences developed from the listing in Part I of well over 100 desirable experiences under the five broad categories included A comprehensive analysis of management science literature indicated the need to introduce a step by step plan for management skill or competency attainment In doing so the authors built on Katz s Harvard tripartite categorization of skills and expanded it to five subdivisions so as to cover also the personal attributes needed by the prospective manager as well as those conjoined skills gained through a combinatorial process that the individual is required to employ on the job What Katz calls human skills we now call interpersonal skills so as to distinguish this category from personal skills No 1 below These subdivisions or categories are therefore as follows 1 Personal skills or developing one s own individual competencies prior to concentrating of the managerial task 2 Interpersonal skills or acquiring the skills needed to influence people positively to work toward accomplishment of organizational objectives and goals 3 Conceptual skills or learning to formulate ideas and plans while on the job as a manager 4 Technical skills or acquiring the various skills and techniques needed to cope with the various organizational details and problems that arise 5 Conjoined skills or developing the various managerial skills in some combination or proportion to achieve both immediate and long range objectives and goals Granting that Katz s categories of human interpersonal as we call it conceptual and technical managerial skills along with our additional subdivisions of so called personal and conjoined skills are not mutually exclusive this plan enables the teacher and the students to move selectively from theory to practice within each of the five categories described The method for working toward the achievement of the specific competencies or skills is 1 through the provision of statements describing the objectives of the modules used to develop the competencies 2 to offer knowledge statements introducing the trainee to the theoretic bases of the competencies and their roles and functions in the management process and 3 by recommending selected laboratory exercises for achieving a degree of success at least based on involvement in a variety of problem solving experiences After the student comprehends the problem to be met or solved a questioning process determines 1 what needs to be known 2 where this information may be obtained 3 how to organize the actual learning experience 4 what the probable result will be and 5 how to evaluate the level of competency attainment where such is possible The teaching and learning process employed by the instructor is designed therefore to include a variety of laboratory experiences The tear out sheets for each

laboratory experience are to be completed and handed in as indicated by the course instructor In addition to standard lecture and discussion techniques that we assume will be included by the instructor other learning devices available can include use of the case method role playing independent study interaction with a personal computer elementary theory formulation response to questionnaires and self testing devices individual projects small discussion groups etc When the instructor wishes and there is class time available he or she can introduce action or applied research based independent investigation e g survey game theory debates internship experiences panels forums and so forth Basically a fivefold learning process is recommended This process employs three steps 1 understanding of the objective of the learning experience module 2 reading and comprehension of a knowledge statement or lecturette about the particular skill involved and 3 skill learning through analysis and practice Thus the instructor can 1 assess initial student status 2 introduce selected experiences to strengthen areas of possible weakness and subsequently 3 evaluate competency attainment

Manual of Policies and Procedures California. Department of Social Welfare,1965      **Standard Operating Procedures for Primary Care Physicians** Robyn Freeman,Leila Chambers,1997      **AF Manual** United States. Department of the Air Force,1958      *AAEVT's Equine Manual for Veterinary Technicians* Sally DeNotta,Martha Mallicote,Sheri Miller,Deborah Reeder,2022-11-08 AAEVT s Equine Manual for Veterinary Technicians Practical handbook on all aspects of veterinary care in horses relevant to veterinary technicians AAEVT s Equine Manual for Veterinary Technicians Second Edition offers a compendium of information on the care and treatment of horses for equine veterinary technicians building on the basics of equine care to provide a complete reference for equine nursing skills training and technical information The text is specifically geared toward those who already have basic equine knowledge and training and are looking to build upon their foundations Comprehensive yet accessible the new edition updates all medical procedural pharmaceutical equipment staffing and office management information Images also appear in full color throughout the book for the first time Chapters cover a variety of topics ranging from general horse management and nutrition to diagnostics and medical emergencies Charts tables and images support the text to aid in reader comprehension Sample topics covered in AAEVT s Equine Manual for Veterinary Technicians include General horse management equine nutrition applied anatomy and physiology equine reproduction and equine wellness programs Foal care equine pharmacology laboratory diagnosis in equine practice equine anesthesia surgical assistance and nursing care Technical procedures diagnostic procedures common equine medical emergencies equine physical rehabilitation equine behavior and equine office procedures An overall explanation of procedures and medical information regarding the care of horses in a clinic or ambulatory practice Highly accessible and easy to use AAEVT s Equine Manual for Veterinary Technicians Second Edition is an invaluable reference for qualified equine veterinary technicians and assistants particularly those earning their equine certification as well as vet tech students and equine practices      AAEVT's Equine Manual for Veterinary Technicians Deborah Reeder,Sheri Miller,DeeAnn Wilfong,Midge Leitch,Dana Zimmer,2012-07-30 AAEVT s

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**Field Guide to Case Study Research in Tourism, Hospitality and Leisure** Kenneth F. Hyde, Chris Ryan, Arch G. Woodside, 2012-06-26 This international field guide provides methods and studies on how to do case study research in natural settings This text is ideal for those studying and conducting case study research in tourism hospitality and leisure disciplines It provides a comprehensive and practical account of how to describe explain and predict case behavior

The Architect's Handbook of Professional Practice American Institute of Architects, 2011-09-26 Architects must be proficient in a variety of business practices to contribute to manage or launch a successful firm They are responsible for the same kind of legal financial marketing management and administrative activities as any other professional Within these broad categories however there are many details including professional standards and documents that are unique to the profession of architecture

*Manual of Policies and Procedures* San Francisco (Calif.). Juvenile Court Department, 1947

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