

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

George J. Slagon



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 *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 Hindi Communicationalskills **Front Office Management for the Veterinary Team E-Book** Heather Prendergast,2018-12-20 NEW Strategic Planning chapter discusses how to strategically plan for the successful future of the veterinary hospital and will include details on growing the practice planning the workforce meeting consumer needs and increasing the value of the practice NEW The Leadership Team chapter discusses how leadership affects the paraprofessional staff provides suggestions for effective leadership strategies and methods to set expectations for employees including attracting and retaining employees leveraging empowering and driving employee engagement NEW Standard Operating Procedures provides a checklist of important tasks associated with that chapter that must be addressed completed in the veterinary practice setting **Office Procedures Manual** Jeannie Homan,1994

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

Manual of Policies and Procedures California. Department of Social Welfare,1965

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