

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 Desk Procedure Manual

Marcel A. Müller



Reception Desk Procedure Manual:

This book delves into Reception Desk Procedure Manual. Reception Desk Procedure Manual is an essential topic that needs to be grasped by everyone, from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into Reception Desk Procedure Manual, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:
 - Chapter 1: Introduction to Reception Desk Procedure Manual
 - Chapter 2: Essential Elements of Reception Desk Procedure Manual
 - Chapter 3: Reception Desk Procedure Manual in Everyday Life
 - Chapter 4: Reception Desk Procedure Manual in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, this book will provide an overview of Reception Desk Procedure Manual. The first chapter will explore what Reception Desk Procedure Manual is, why Reception Desk Procedure Manual is vital, and how to effectively learn about Reception Desk Procedure Manual.
 3. In chapter 2, this book will delve into the foundational concepts of Reception Desk Procedure Manual. The second chapter will elucidate the essential principles that must be understood to grasp Reception Desk Procedure Manual in its entirety.
 4. In chapter 3, the author will examine the practical applications of Reception Desk Procedure Manual in daily life. The third chapter will showcase real-world examples of how Reception Desk Procedure Manual can be effectively utilized in everyday scenarios.
 5. In chapter 4, this book will scrutinize the relevance of Reception Desk Procedure Manual in specific contexts. This chapter will explore how Reception Desk Procedure Manual is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, this book will draw a conclusion about Reception Desk Procedure Manual. This chapter will summarize the key points that have been discussed throughout the book.
- This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Reception Desk Procedure Manual.

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