

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.

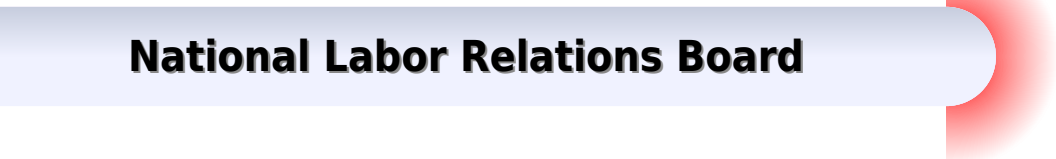
CUSTOMER GREETING -When greeting a customer, or answering the phone, always, **always** smile and warmly say "hello." Try to find an anchor point to make a conversation connection. If you cannot find an anchor point, it's best not to fake it. Disingenuous conversation or small talk can be a turn off 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

Employee Manual For Front Desk

National Labor Relations Board



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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

Handbook of Marketing Research Methodologies for Hospitality and Tourism Ronald A. Nykiel, 2007 The final section explains market analysis planning and communications including preparing a research based business review and the effective presentation of research findings

Operating Policies and Procedures Manual for Medical Practices Bette A. Warn, Elizabeth W. Woodcock, 2001

Decisions and Orders of the National Labor Relations Board United States. National Labor Relations Board, 2015-08

Manual of Cosmetic

Surgery and Medicine Mohan Thomas, James D'silva, 2023-01-01 The most comprehensive cosmetic plastic surgery manual on body contouring surgeries explains in detail how to undertake body contouring procedures to remove excess fat deposits and sagging skin so as to improve the shape as well as the tone of the abdomen back thighs and other areas of the body resulting in a body with smoother contours and providing an appropriate shape It also describes the latest procedures including high definition and fine definition liposuction with the use of various technologies and body contouring after massive weight loss It also contains chapters on important procedures of fat grafting along with live stem cells and how they can only be harvested from the fat during liposuction This surgical manual discusses all possible body contouring procedures in a step by step How To manner so as to help the novice Cosmetic Surgeon s as well as seasoned and experienced Surgeon s alike The risks complications along with pearls are discussed along with individual procedures with a series of step by step photographs and pre and post images and short video clips This Manual in Cosmetic Surgery and Medicine sets the standard for doctors entering the field of aesthetic surgery and medicine It is a reference book for people who are in practice as well as a step by step manual for students and young doctors wanting to pursue this field The other volumes are on Rhinoplastic procedures Intimate Genital procedures Non Invasive Aesthetic procedures Breast reshaping Cosmetic procedures of the Face

Internal Revenue Manual Index United States. Internal Revenue Service, 2008-12

Labor Relations

Reference Manual , 2005 Vols 9 17 include decisions of the War Labor Board

The Network Manager's Handbook

John Lusa, 2018-05-04 This essential handbook for the data communications network manager and planner covers a variety of data communication and IS topics The Network Manager s Handbook addresses technical issues associated with local and wide area networking purchasing communications services supporting the network s users understanding the telecommunications regulatory environment personnel issues and more

Pet-Specific Care for the Veterinary Team

Lowell Ackerman, 2021-03-11 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

Decisions and Orders of the National Labor Relations Board National Labor Relations Board,2017-11-13 Decisions and Orders of the National Labor Relations Board Volume 359 September 28 2012 Through July 16 2013

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