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 smille! 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 is 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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M Walker

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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 Handbook of Loss Prevention and Crime Prevention Lawrence J. A. Warn, Elizabeth W. Woodcock, 2001 Fennelly, 2012-03-15 The Handbook of Loss Prevention and Crime Prevention 5e is a trusted resource for physical security professionals students and candidates for the coveted Certified Protection Professional CPP certification administered by ASIS International The U S government recently announced that employees will have to obtain CPP certification to advance in their careers Edited by the security practitioner and author Lawrence Fennelly this handbook gathers in a single volume the key information on each topic from eminent subject matter experts Taken together this material offers a range of approaches for defining security problems and tools for designing solutions in a world increasingly characterized by complexity and chaos The 5e adds cutting edge content and up to the minute practical examples of its application to problems from retail crime to disaster readiness Covers every important topic in the field including the latest on wireless security applications data analysis and visualization situational crime prevention and global security standards and compliance issues Required reading for the certification DHS selected for its infrastructure security professionals Each chapter is contributed by a top security professional with subject matter expertise **Labor Relations Reference Manual** ,2005 Vols 9 17 include decisions of the War Labor Board Animal Control Officer Handbook Sylvia Smith,2013-03-03 This handbook provides helpful information insider tips and dozens of forms you can use to make your job more efficient Also included is detailed information on starting a non profit shelter samples of organizational forms and a business plan outline

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