

Busy FD

Sometimes the FD could get very busy, you will then need to return calls to clients that you couldn't have accommodate. Remember that the phone is ALWAYS priority. If you find yourself unable to adequately aid a G, take their name and phone number and return their call within 5 minutes.

"Thank you for choosing Trini. (Insert Your Name) speaking, may I please take your name and phone number so I can give you a call back?"

Follow the same procedure when phone lines are ringing simultaneously. Do keep calm and acknowledge present guests.

Upon returning the call...

"Hello (Insert G's Name) this is (Insert Your Name) calling you back from Trini Salon. Thanks so much for your patience. How may I assist you today?"

Non-Appointment

You will receive calls for staff and management. All calls must be filtered. See protocol for each type of non-appointment call.

Call for Staff

Always take a message.

If the SP is busy with a G...

"(Insert SP's Name) is with a guest at the moment. I am happy to take a message for her/him."

Use a post it to write a name, phone number, and reason for call. You should never interrupt a SP while they are with a G.

If the call is personal and urgent, discreetly hand the FM a post it.

When the SP is ready to return the call you must dial the number and greet the caller, then hand the phone over to the SP. You may not give G information to employees.

"Hello (Insert G's Name) it is (Insert Your Name) from Trini. I have (Insert SP's Name) here to speak to you regarding your message!"

Call for Management

Find out the name, phone number, and reason from the caller and write a note for management. You may share the office number upon request.

Front Desk Training Manual For Medical Practices

Richard Bailey



Front Desk Training Manual For Medical Practices:

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Table of Contents Front Desk Training Manual For Medical Practices

1. Understanding the eBook Front Desk Training Manual For Medical Practices
 - The Rise of Digital Reading Front Desk Training Manual For Medical Practices
 - Advantages of eBooks Over Traditional Books
2. Identifying Front Desk Training Manual For Medical Practices
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Front Desk Training Manual For Medical Practices
 - User-Friendly Interface
4. Exploring eBook Recommendations from Front Desk Training Manual For Medical Practices
 - Personalized Recommendations
 - Front Desk Training Manual For Medical Practices User Reviews and Ratings
 - Front Desk Training Manual For Medical Practices and Bestseller Lists
5. Accessing Front Desk Training Manual For Medical Practices Free and Paid eBooks
 - Front Desk Training Manual For Medical Practices Public Domain eBooks
 - Front Desk Training Manual For Medical Practices eBook Subscription Services
 - Front Desk Training Manual For Medical Practices Budget-Friendly Options
6. Navigating Front Desk Training Manual For Medical Practices eBook Formats

- ePub, PDF, MOBI, and More
- Front Desk Training Manual For Medical Practices Compatibility with Devices
- Front Desk Training Manual For Medical Practices Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Front Desk Training Manual For Medical Practices
 - Highlighting and Note-Taking Front Desk Training Manual For Medical Practices
 - Interactive Elements Front Desk Training Manual For Medical Practices
- 8. Staying Engaged with Front Desk Training Manual For Medical Practices
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Front Desk Training Manual For Medical Practices
- 9. Balancing eBooks and Physical Books Front Desk Training Manual For Medical Practices
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Front Desk Training Manual For Medical Practices
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Front Desk Training Manual For Medical Practices
 - Setting Reading Goals Front Desk Training Manual For Medical Practices
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Front Desk Training Manual For Medical Practices
 - Fact-Checking eBook Content of Front Desk Training Manual For Medical Practices
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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