# RECEPTIONIST HANDBOOK

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## RECEPTIONIST HANDBOOK

This Fruit care that't and Reception Service Agreement describes the protocols and procedures we have in place at (Company) for fruit line and reception staff to ensure that the duties and protocols of the julti-are clearly understood and that the customer experience is the best it can be.

#### **OUR CUSTOMER SERVICE GUIDELINES & PROTOCOLS**

#### SECTION 1

Front line staff and recogston staff who deal with the public are expected to stress nearly and professionally.

MORES DEVICES - Outside of breaks and lunch, one of mobile devices (including but not limited to sell phones, ensemplement, and tablets) for building or any other electronic chall function, personal conversations, interest access, or any other personal purpose is not allowed under any circumstances unless it is no urgent matter. It is not in the Company or the outsideer's best interest for our staff to use their motive devices while at more. Your mobile device must never be used, displayed, or make sounds during nearing floors.

URGENT CALL if compone needs to get in touch with you for an urgent matter; they are welcome to call the main switchboard at any time. Eithey cannot get hold of anyone, they are welcome to call (INTER PURSONS NAME) on their call phone (CELLPRONE NUMBER), and they will be happy to perc on the minoage immediately.

Outputs of funch and breaks, PERSONAL USE OF COMPANY COMPANIESS, WITHOUT, OR ART OTHER COMPANY EQUIPMENT IS NOT ALLOWED UNDER ANY CRICUASTANCES. It is not in the Congumy or the customer's best interest for our staff to be working on personal matters while at work.

488M -Others should not know the presence of chancing gum.

#### DEALING WITH WALK-IN WISITORS

Acknowledge and welcome a violar or customer as associat as you can. Even if you are on the phone, make eye contact, smile, and try to communicate non-verticity that you are event they are there and you will be right with them.

CXCTOMER GREETING - When greeting a customer, or answering the phone, always, always intois and warmly say "helio." The to find an archor point to make a conversation connection. If you cannot find an archor point, it's bank not to fake it. Oroingenuous 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 sell them. "How can it help you today?"

ATTEMPS: de friendly, professional, and calm at all times — and smile! We want customers to five good when they are dealing with us. Your attitude is essential. It says a lot about the Company and largely determines whether the person is front of us will become a repeat customer.

Even if you are having a load 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 its hear about or feel regative energy from us.

Lappropriate, if you need to speak with commons are ploags existence to speak with your manager

stations at all times. If you are not familiar with a door, refer to them as Mr. DOI, Mrs. DOI, Miss it shallow using their first name is appropriate.

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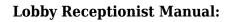
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