

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 PERSON'S 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.

GAUM - Others should not know the presence of chewing gum.

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. Continuous 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 essential. 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.

If appropriate, if you need to speak with someone, are always welcome to speak with your manager.

customers at all times. If you are not familiar with a name, refer to them as Mr. XXX, Mrs. XXX. Also, if whether using their first name is appropriate.

In names, it makes them feel important and see them. "Hello Mrs. Smith, nice to see you."

also them to serve themselves.

Be magazines and brochures. Let them know it with you in five minutes."

an appointment is delayed due to a booking, how long they will be waiting.

and conversation with a co-worker in front of a conversation when a customer is waiting to be a the customer.

have conversation of a personal nature in front of a customer unless it is a brief interruption (e.g. "I'll call you back in a few minutes").

for receiving personal phone calls while at work unless.

get a non-critical task when a customer is only. Make a note of the task and tend to the

to make them feel special and attended to, and

are to make eye contact. This reinforces that you what you have to say.

can, do what you can to provide a positive

are at one time, let them know you will be right when waiting, advise them that you will be with and coming across as overwhelmed, stressed, or ed will be compassionate if you acknowledge

Sharing negative feelings or situations with customers about your bad day or if you are feeling overwhelmed is not a good idea. Customers are not your therapist.

RESPECT - You are expected to be polite and respectful to all customers, regardless of their age, gender, or ethnicity. If a customer is of an age, sex, or ethnicity, as appropriate, use your judgment.

NAME - Customers really appreciate it if you remember their name when you reference them. "Hello, Mr. Smith, how are you doing today?"

BEVERAGE OFFERING - Offer the customer a beverage if they are waiting for a service.

SEATING - Invite the customer to have a seat and that they will be seen shortly. For example, "Sit down, please, and I'll be with you in a moment."

EXPECTATIONS - Manage the customer's expectations about the customer of the delay or even if they are waiting.

CONGRATULATIONS - It is usually inappropriate to congratulate a customer on their success. If it is a customer's birthday, it is never appropriate to congratulate them. This may make the customer feel awkward.

PHONE CONVERSATION - It is never appropriate to have a phone conversation with a customer, or to discuss a customer's personal information (e.g. "I'll call you back in a few minutes"). This may make the customer feel awkward.

PERSONAL PHONE CALLS - Unless it is an emergency, do not make personal phone calls while at work, and particularly in the presence of a customer.

WORKING - It is usually not appropriate to work while a customer is waiting to be served. Serving the customer is the customer's needs as soon as possible.

ATTENTION - Give the customer your undivided attention. Show you care about them.

EYE CONTACT - When you are dealing with a customer, make eye contact and make sure the customer is aware of your presence.

EXTRA INFO - Go the extra mile. When dealing with a customer, exceed their expectations.

MANAGING CUSTOMERS - When faced with multiple customers, if you are helping a customer and have them as soon as possible and apologize for the wait. Customers will understand if there is their presence.

Others should the call go to

another location.

or clearly within 1 ring.

time, politely ask the customer to call if you can get them to.

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