

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 client, 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 confirms 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 allowed under any circumstances.

RESPECT - You are expected to be polite and respectful to all customers, regardless of their background, age, gender, or ethnicity.

NAME - Customers really appreciate it if you remember their name when you reference them. Use their name when you are talking to them.

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, "Don't worry, 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 unless it is a major achievement. If it is, then it is appropriate to congratulate them.

PHONE CONVERSATION - It is never appropriate to have a personal conversation with a customer on the phone. If you must, it should be a brief interruption.

PERSONAL PHONE CALLS - Unless it is an emergency, do not make personal phone calls while at work.

WORKING - It is usually not appropriate to work on a personal task while at work. If you must, it should be a brief interruption.

ATTENTION - Give the customer your undivided attention. Let them know you are listening to them.

EYE CONTACT - When you are dealing with a customer, make eye contact and smile.

EXTRA INFO - Go the extra mile. When dealing with a customer, go above and beyond.

MANAGING CUSTOMERS - When faced with multiple customers, prioritize them based on their needs. If you are helping a customer and have another customer waiting, apologize for the wait and let them know you will be with them as soon as possible.

never should the call go to

operator (location)

or directly within 1 ring.

time, politely ask the customer to wait if you can put them on hold.

a time of your own to work

on the same business day as

at to put our hand out and a if you are getting nothing in that the volume is appropriate

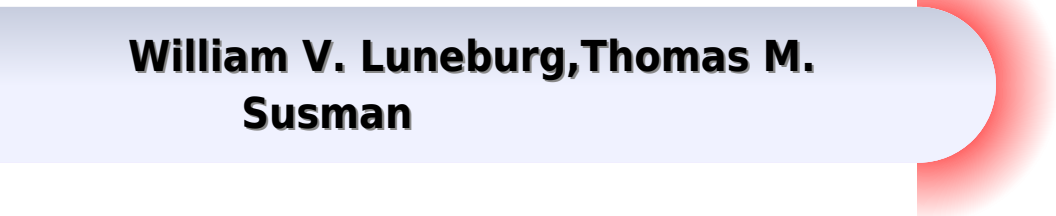
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at least that any staff needs to that have not been that

Info

Lobby Receptionist Manual

**William V. Luneburg, Thomas M.
Susman**



Lobby Receptionist Manual:

The Lobbying Manual William V. Luneburg, Thomas M. Susman, 2009 This ABA bestseller provides detailed guidance for compliance with the Lobbying Disclosure Act It gives practical examples of how to be compliant and covers all of the major federal statutes and regulations that govern the practice of federal lobbying The book offers invaluable descriptions of the legislative and executive branch decision making processes that lobbyists seek to influence the constraints that apply to lobbyist participation in political campaigns grassroots lobbying ethics issues and more **Reference Manual To Mitigate Potential Terrorist Attacks Against Buildings** Department of Homeland Security. Federal Emergency Management Agency, 2003 **Handbook on Hospital Planning & Designing** Ajay Garg, 2024-03-18 This handbook is in reference to the book Manual of Hospital Planning and Designing which was earlier published by Springer Nature This Handbook on Hospital Planning and Designing is a helpful guide that shows how to build an efficient healthcare project Carefully planning and designing hospitals is essential to deliver and effective healthcare facilities It s basically a mix of art science and caring This book highlights the rooms spaces MEP service safety security equipment instruments and other support services This book is a summary of the essentials for designers and planners who want to design hospitals Architects designers doctors and people who are involved in the designing of hospital will find it useful It helps them make places that work well look nice and care for patients best Setting up the hospital project is more than just building It s about creating places where people get better and feel good This book explores everything about planning and designing hospitals in the given chapters from the beginning covering all the departments until the hospital is all set up This book is helpful for experienced architects with new ideas a healthcare worker who wants the best for patients or a student who loves learning about hospitals **A Manual of Congressional Practice** Thomas Hudson McKee, 1891 Metric Handbook Pamela Buxton, 2015-03-05 Significantly updated in reference to the latest construction standards and evolving building types Many chapters revised including housing transport offices libraries and hotels New chapter on flood aware design Sustainable design integrated into chapters throughout Over 100 000 copies sold to successive generations of architects and designers this book belongs in every design studio and architecture school library The Metric Handbook is the major handbook of planning and design information for architects and architecture students Covering basic design data for all the major building types it is the ideal starting point for any project For each building type the book gives the basic design requirements and all the principal dimensional data and succinct guidance on how to use the information and what regulations the designer needs to be aware of As well as building types the Metric Handbook deals with broader aspects of design such as materials acoustics and lighting and general design data on human dimensions and space requirements The Metric Handbook provides an invaluable resource for solving everyday design and planning problems **The Vertical Transportation Handbook** George R. Strakosch, Robert S. Caporale, 2010-09-23 This new edition of a one of a kind handbook provides an essential updating to keep the book current

with technology and practice New coverage of topics such as machine room less systems and current operation and control procedures ensures that this revision maintains its standing as the premier general reference on vertical transportation A team of new contributors has been assembled to shepherd the book into this new edition and provide the expertise to keep it up to date in future editions A new copublishing partnership with Elevator World Magazine ensures that the quality of the revision is kept at the highest level enabled by Elevator World s Editor Bob Caporale joining George Strakosch as co editor

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Education Facility Security Handbook Don Philpott,Michael Kuenstle,2007-10-29 In the last decade more than 300 violent deaths have occurred in or near school campuses The killers their motivations and backgrounds and levels of damage inflicted vary but our response and our goal remains singular to protect our schools and keep those within them safe This handbook seeks to help administrators school boards contractors teachers anyone connected with the design construction or administration of schools achieve this goal by providing easy to follow guidelines for building safer school environments Drawing from various government resources including the Centers for Disease Control Department of Education Department of Defense and Department of Health and Human Services this one of a kind handbook takes a two part approach to protecting schools from threats The first part addresses how to design and build a safe school It provides a basic security overview and discusses how to identify critical assets and conduct risk threat assessments The second part of the book shifts from infrastructure to inhabitants Here you ll learn how to produce a detailed crisis management plan to help your facility prevent incidents from happening and to deal with them swiftly and effectively should one occur You ll also learn various people policies and practices you can implement to reduce drug and alcohol abuse bullying vandalism and other violence and crime

The Routledge Handbook on the Reception of Classical Architecture Nicholas Temple,Andrzej Piotrowski,Juan Manuel Heredia,2019-11-01 This is the first comprehensive study of the reception of classical architecture in different regions of the world Exploring the impact of colonialism trade slavery religious missions political ideology and intellectual artistic exchange the authors demonstrate how classical principles and ideas were disseminated and received across the globe By addressing a number of contentious or unresolved issues highlighted in some

historical surveys of architecture the chapters presented in this volume question long held assumptions about the notion of a universally accepted classical tradition and its broadly Euro centric perspective Featuring thirty two chapters written by international scholars from China Europe Turkey North America Mexico Australia and New Zealand the book is divided into four sections 1 Transmission and re conceptualisation of classical architecture 2 Classical influence through colonialism political ideology and religious conversion 3 Historiographical surveys of geographical regions and 4 Visual and textual discourses This fourfold arrangement of chapters provides a coherent structure to accommodate different perspectives of classical reception across the world and their geographical ethnographic ideological symbolic social and cultural contexts Essays cover a wide geography and include studies in Italy France England Scotland the Nordic countries Greece Austria Portugal Romania Germany Poland India Singapore China the USA Mexico Brazil New Zealand and Australia Other essays in the volume focus on thematic issues or topics pertaining to classical architecture such as ornament spolia humanism nature moderation decorum heresy and taste An essential reference guide The Routledge Handbook on the Reception of Classical Architecture makes a major contribution to the study of architectural history in a new global context

The Human Rights Handbook Marguerite Writers' & Scholars' Educational Trust, 2016-01-01 Guide to and directory of international organizations and associations specializing in human rights and located in the UK and USA includes voluntary organizations occupational organizations and refugee organizations incl Intergovernmental organizations such as the ILO etc and contains the text of the universal declaration of human rights Bibliography pp 290 to 294

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Table of Contents Lobby Receptionist Manual

1. Understanding the eBook Lobby Receptionist Manual
 - The Rise of Digital Reading Lobby Receptionist Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Lobby Receptionist Manual
 - 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 Lobby Receptionist Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Lobby Receptionist Manual
 - Personalized Recommendations
 - Lobby Receptionist Manual User Reviews and Ratings
 - Lobby Receptionist Manual and Bestseller Lists
5. Accessing Lobby Receptionist Manual Free and Paid eBooks
 - Lobby Receptionist Manual Public Domain eBooks

- Lobby Receptionist Manual eBook Subscription Services
- Lobby Receptionist Manual Budget-Friendly Options
- 6. Navigating Lobby Receptionist Manual eBook Formats
 - ePub, PDF, MOBI, and More
 - Lobby Receptionist Manual Compatibility with Devices
 - Lobby Receptionist Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Lobby Receptionist Manual
 - Highlighting and Note-Taking Lobby Receptionist Manual
 - Interactive Elements Lobby Receptionist Manual
- 8. Staying Engaged with Lobby Receptionist Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Lobby Receptionist Manual
- 9. Balancing eBooks and Physical Books Lobby Receptionist Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Lobby Receptionist Manual
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Lobby Receptionist Manual
 - Setting Reading Goals Lobby Receptionist Manual
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Lobby Receptionist Manual
 - Fact-Checking eBook Content of Lobby Receptionist Manual
 - 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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