

RECEPTIONIST HANDBOOK

RECEPTIONIST HANDBOOK

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

with a customer that you are not follow through. If a

customer is disappointed's

you make a mistake, reach for

owned by the error. (Super

customers - if a customer has

RECEPTION

customers - customers must

the front desk area must be

at least (number) current to

ask the self-service (average

with it times are slow or you

Decision

one decision when taking a

are in the waiting area who

with items that are in place

customers.

never should the call go to

operator (location)

or clearly within 1 ring.

time, politely ask the customer

a time of your time to see

the same business day or

at to put our time out on a

if you generally coming in

and absolutely to take it

at least that any staff needs

ally that have not been that

Info

Lobby Receptionist Manual

RS Peters



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web and the harder you scratch the better the wombat likes it for more than thirty years jackie french has lived in the australian bush coexisting with wild wombats in this cross between memoir and natural history jackie shares her often hilarious adventures with her wombats neighbors and describes their physiology history and habits

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web i love scratching wombats and some seem to love being scratched wiggles almost falls over trying to get me to rub her in the right spot