

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 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 when you are no longer dealing with a customer.

RESPECT - You are expected to be polite and respectful to all customers, or if the customer is of an age, sex, or ethnicity, as appropriate, treat your job.

NAME - Customers really appreciate it if you remember them when you reference their name who they are you doing today?"

BEVERAGE OFFERING - Offer the customer a beverage.

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 in they

CONGRATULATIONS - It is usually inappropriate to congratulate a customer, but it is never appropriate to congratulate a customer who has achieved a personal goal. This may make the customer feel as if you are not sincere.

PHONE CONVERSATION - It is never appropriate to have a phone conversation with a customer, or to discuss a personal matter with a customer (e.g. "I'll call you back"). This may make the customer feel as if you are not sincere.

PERSONAL PHONE CALLS - Unless it is an emergency and particularly in the presence of a customer.

WORKING - It is usually not appropriate to work while on the phone. 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

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.

never should the call go to

smile (smile)

or clearly within 1 ring.

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

a time of your work to see

the same business day or

at to put our hand out to a if you are not coming in that the volume is appropriate

is, and absolutely to take it during time.

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

Info

Lobby Receptionist Manual

Sherwin-Williams Company



Lobby Receptionist Manual:

Unveiling the Power of Verbal Art: An Mental Sojourn through **Lobby Receptionist Manual**

In some sort of inundated with screens and the cacophony of quick conversation, the profound power and mental resonance of verbal art usually disappear into obscurity, eclipsed by the regular onslaught of sound and distractions. However, located within the lyrical pages of **Lobby Receptionist Manual**, a interesting work of literary brilliance that impulses with organic emotions, lies an memorable journey waiting to be embarked upon. Composed with a virtuoso wordsmith, that exciting opus instructions visitors on a mental odyssey, softly revealing the latent potential and profound impact stuck within the complicated internet of language. Within the heart-wrenching expanse of this evocative evaluation, we shall embark upon an introspective exploration of the book is key themes, dissect their charming publishing model, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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