

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. 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. Use their name when you are 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, "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 a personal achievement unless it is a major achievement (e.g. "Congratulations on your new job!"). This may make the customer feel as if you are judging them.

PHONE CONVERSATION - It is never appropriate to have a personal conversation with a customer, or to discuss a personal matter (e.g. "I'll call you back in a few minutes").

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 matter while at work. Serving the customer is the top priority.

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

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

EXTRA MILE - 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 well 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.

a time of your own to see

if the same business day or

at to put our hand out or a if to give guests 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

Sebastian Brünink



Lobby Receptionist Manual:

A Manual of Congressional Practice Thomas Hudson McKee, 1891 **Hospitality Reception and Front Office (Procedures and Systems)** Negi Jagmohan, 2013 Section I Concepts Procedure Skills Techniques Section II Conversation Skills Some English French German And Hindi Communicational skills **Metric Handbook** David Littlefield, 2012 For each building type the book gives basic design requirements principal dimensional data and details of relevant building regulations The book also contains information on broader aspects of design applicable to all building types such as materials acoustics and lighting and data on human dimensions and space requirements Significantly updated the new edition of this work focuses on sustainable design practice to make projects competitive within a green market *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 **Modern Vocational Trends Reference Handbook**, 1970 *Front Office Handbook* Dr. Vivek Pathak, 2024-09-04 The Front Office Manual for Hotel and Hospitality undergraduate students These books aim to provide comprehensive knowledge and practical skills required for managing front office operations in the hotel and hospitality industries The content will cover essential topics such as customer service reservations check in and check out procedures communication skills and the use of technology in front office management These books are designed to be an invaluable resource for students pursuing a career in hotel and hospitality management **Manual of Hospital Planning and Designing** Ajay Garg, Anil Dewan, 2022-01-29 This book is a one stop resource on all the critical aspects of planning and designing hospitals one of the most complex healthcare projects to undertake A well planned and designed hospital should control infection rate provide safety to patients caregivers and visitors help improve patients recovery and have scope for future expansion and change Reinforcing these basic principles guidance on such effective planning and designing is the key focus Readers are offered insights into eliminating shortcomings at every stage of setting up a hospital which may not be feasible to rectify later on through alterations Chapters from 1 to 12 of the book provide exhaustive notes on initial planning such as detailed project reports

feasibility studies and area calculation Chapters 13 to 27 include designing and layout of all the essential departments units such as OPD emergency intermediate care diagnostics operating rooms and intensive care units Chapters 28 to 37 cover designing support services like sterilization department pharmacy medical gas pipeline kitchen laundry medical record and mortuary Chapters 38 to 48 take the readers through planning other services like air conditioning and ventilation fire safety extra low voltage mechanical electrical and plumbing services Chapter 49 is for the planning of medical equipment A particular chapter on Green hospital designing is included This book is a single essential tabletop reference for hospital consultants medical and hospital administrators hospital designers architecture students and hospital promoters The Home Painting Manual Sherwin-Williams Company,1922 **Wellness Centers** Joan Whaley Gallup,1999-04-26 Bringing together the best aspects of ambulatory care complementary medicine and fitness clubs under one roof wellness centers are poised to become an essential vehicle of healthcare delivery for the 21st century Although wellness based programs have been instituted by nearly every hospital system in North America very little has been published on this rapidly emerging building type Wellness Centers enables design professionals and others to understand the fitness and healthcare requirements of these facilities and to address them effectively in their work Providing essential insights into balancing the healthcare and retail demands of wellness centers Joan Whaley Gallup reviews every step of the planning and development process addressing project assessment financing programming and marketing She draws on her extensive expertise in creating wellness centers to cover a full range of development and design considerations including design guidelines for lobby waiting areas clinical space administrative areas pools saunas and indoor gardens Finally an inspiring project portfolio profiles an impressive roster of successful wellness centers from around the world With useful information on code compliance plus floor plans schematic designs and more this book is a vital professional resource for anyone involved in wellness center design planning or management The wellness center is the most positive nurturing life affirming building type ever to evolve in the history of healthcare facilities design By turning inside out the trends of past centuries we can now focus on wellness We can create buildings that will nurture and sustain us healing environments that will serve to support happy life enhancing activities Centers for wellness are centers for life from the Preface The first book of its kind Wellness Centers offers design professionals and others complete cutting edge coverage of these complex new facilities from planning and development issues to design guidelines and case examples of successful wellness centers from around the world Written by an architect with extensive experience in the field this book provides a firm foundation in wellness center design planning and management essential reading for anyone involved in this rapidly growing area of healthcare design *Matching Armed Forces Training to Civilian Jobs* Juvenal Londoño Angel,1971 **CWTS, CWS, and CWT Complete Study Guide** Robert J. Bartz,2017-09-26 The must have guide to the CWTS exam updated for 2017 CWTS Certified Wireless Technology Specialist Study Guide is your number one resource for comprehensive exam preparation Updated to study in 2017 and beyond this

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Facilites Preliminary Design Considerations ,1987 Managing the Arts and Culture Constance DeVereaux,2022-12-30

Managing cultural organizations requires insight into a range of areas including marketing fundraising programming finances and leadership This book integrates practical and theoretical insights blending academic and practitioner voices to help readers speak the language in the creative industries Including coverage of the management of theaters dance companies galleries and performance spaces evaluation marketing fundraising activism and policy the book benefits from a range of features including Scenarios to help orient readers to common arts management problems Ethical dilemmas discussed in every chapter Study questions to enable students to review the skills learned Experiential exercises to gain experience and apply skills Emphasis on cross cultural and transferrable skills Integration of international perspectives Suggested additional readings and website links for each topic area With contributions from a team of international experts this book provides a one stop shop for students of arts and cultural management and will also provide a valuable resource for those currently in the field *Mobile Computing Deployment and Management* Robert J. Bartz,2015-02-06

Mobile computing skills are becoming standard in the IT industry *Mobile Computing Deployment and Management Real World Skills for CompTIA Mobility Certification and Beyond* is the ultimate reference for mobile computing Certified Wireless Network Expert Robert J Bartz guides IT and networking professionals through the fundamental and advanced concepts of mobile computing providing the information and instruction necessary to get up to speed on current technology and best practices The book maps to the CompTIA Mobility MB0 001 exam making it an ideal resource for those seeking this rewarding

certification The mobile device has already overshadowed the PC as a primary means for Internet access for a large portion of the world's population and by 2020 there will be an estimated 10 billion mobile devices worldwide Mobile connectivity has become the new standard for business professionals and when combined with cloud computing it creates a world where instant access is the norm To remain relevant IT professionals must hone their mobile skills The ability to manage develop and secure a mobile infrastructure is quickly becoming a key component to entering the IT industry and professionals lacking those skills will be left behind This book covers all aspects of mobile computing including Radio frequency antenna and cellular technology Physical and logical infrastructure technologies Common mobile device policies and application management Standards and certifications and more Each chapter includes hands on exercises real world examples and in depth guidance from the perspective of a mobile computing expert IT professionals looking to expand their capabilities need look no further than Mobile Computing Deployment and Management Real World Skills for CompTIA Mobility Certification and Beyond for the most comprehensive approach to mobile computing on the market today

NIST Guide to Supporting Services National Institute of Standards and Technology (U.S.),1992 *Proceedings ... Convention ...* National Electric Light Association,1923

Risk Management Handbook for Health Care Organizations, 3 Volume Set ,2011-01-06 Continuing its superiority in the health care risk management field this sixth edition of The Risk Management Handbook for Health Care Organizations is written by the key practitioners and consultant in the field It contains more practical chapters and health care examples and additional material on methods and techniques of risk reduction and management It also revises the structure of the previous edition and focuses on operational and organizational structure rather than risk areas and functions The three volumes are written using a practical and user friendly approach

How to be The Best Hotel Front Office Employee Dr Anshumali Pandey,2021-09-17 Front Office Management in the hotel industry involves the work of reserving accommodations in the hotel registering guests maintaining guest accounts with the hotel night auditing and coordination with various other departments for providing best guest services The foundation of being successful in the Hotel Front Office Department is to be a Great Receptionist This book invokes the knowledge required to be the best employee in you Best Wishes Dr Anshumali Pandey

Handbook of Practical Electrical Design Joseph F. McPartland,Brian J. McPartland,1999 The National Electrical Code is being updated for 1999 and this book is intended to allow electrical construction professionals to keep up with the new code

Man and Place Asmaa Ibrahim,Mady A. A. Mohamed,Mohamed Fekry,2024-05-10 This book is a result of the 1st ARCH and DESN International Conference previously Memaryat Conference held at Effat university on the 8th and 9th of February 2023 and includes chapters dealing with the critical manifestation of Man and Place to accommodate and embrace social economic and environmental needs within a balanced integrated system The book is groundbreaking in that it brings together some of the brightest minds in academia and industry The book includes a diverse range of contributions from esteemed academics and practitioners and offers a unique platform for

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