

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 a customer agrees (e.g. "I'll call you if you interrupting you at a bad time).

for receiving personal phone calls while at work ended.

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 terrible once 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 rememberable when you reference their name who there 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 right with you."

EXPECTATIONS - Manage the customer's expectations about the customer of the delay as soon as they

CONGRATULATIONS - It is usually inappropriate to congratulate a customer, but it is never appropriate to congratulate a customer as soon as you can

PHONE CONVERSATION - It is never appropriate to discuss a customer, or to discuss from a personal perspective. This may make the customer feel as if you are not listening.

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

WORKING - It is usually not appropriate to continue working to be served. Serving the customer is the customer's needs as soon as possible.

ATTENTION - Give the customer your undivided attention when they are talking to you.

EYE CONTACT - When you are dealing with a customer, pay attention to them and make sure they

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 he/she is not as well as possible and apologize for the frustration. Customers will understand if there is their presence.

never should the call go to

operator (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

to the same business day or

at to put our hand out and a if to give guests coming in that the volume is appropriate

and absolutely to take it during time.

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

Info

Lobby Receptionist Manual

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Lobby Receptionist Manual:

Lobby Receptionist Manual: Bestsellers in 2023 The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous engrossing novels enthralling the hearts of readers worldwide. Lets delve into the realm of bestselling books, exploring the engaging narratives that have charmed audiences this year. The Must-Read : Colleen Hoover's "It Ends with Us" This touching tale of love, loss, and resilience has gripped readers with its raw and emotional exploration of domestic abuse. Hoover expertly weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can triumph. Uncover the Best : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This spellbinding historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids absorbing storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Discover the Magic : Delia Owens "Where the Crawdads Sing" This mesmerizing coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens spins a tale of resilience, survival, and the transformative power of nature, entrancing readers with its evocative prose and mesmerizing setting. These popular novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of compelling stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a masterful and suspenseful novel that will keep you wondering until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

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