

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 PERSONS 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.

GUM -The presence of chewing gum should not be known by others.

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. Disingenuous 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 important. 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. Sharing negative feelings or situations with customers is not appropriate. If you need to speak with

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Roman Wölfel



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Front Office Management for the Veterinary Team - E-Book Heather Prendergast, 2014-03-14 The only book of its kind Front Office Management for the Veterinary Team focuses on the day to day duties of the veterinary team It offers a complete guide to scheduling appointments billing and accounting communicating effectively and compassionately with clients managing medical records budgeting marketing your practice managing inventory using outside diagnostic laboratory services and much more Written by Heather Prendergast RVT CVPM this manual simplifies essential tasks with step by step instructions Exercises on the Evolve website offer additional practice with front office tasks Interactive working forms give you experience completing sample checks deposit slips patient history forms and incident reports The latest information on electronic banking and tax forms ensures that you adhere to the most current financial guidelines What Would You Do Not Do boxes provide scenarios to expose you to real life situations that occur in veterinary practice and guide you through to an appropriate resolution Review questions test your understanding of concepts presented in each chapter Practice Point boxes highlight practical information to remember while on the job Veterinary Practice and the Law boxes provide essential information about laws that you must know in order to run an ethical practice and to protect the practice Key terms and learning objectives guide you through study of the most important content *Catalog of Copyright Entries. Third Series* Library of Congress. Copyright Office, 1962 Includes Part 1 Number 1 Books and Pamphlets Including Serials and Contributions to Periodicals January June *Resources in Education*, 1997 **The G.I. Collector's Guide: U.S. Army Service Forces Catalog, European Theater of Operations** Henri-Paul Enjames, 2022-09-21 In World War II the U S Army not only supplied its soldiers with the most modern equipment and uniforms suitable for any combat situation but went as far as providing them with their favorite drinks or candy bars and seemingly anything else they might require This comprehensive reference book brings together all the equipment issued to American soldiers in the European Theater of Operations 1943 45 Each item is presented with its catalog numbers described in detail and fully depicted in photographs including close ups of the labels to aid identification of items Graphics and diagrams offer additional information and context This second volume of the G I Collector s Guide is fully revised with the addition of sections including personal equipment trophies and souvenirs the wartime draft and Stateside training and the life of POWs in German camps More than one thousand new artifacts with detailed captions are featured in this completely revised new work Expert Henri Paul Enjames describes all variations of uniform insignia badges weapons and equipment in detail As a complete catalog with high quality photographs this book is invaluable to both family historians researching grandpa s kit found in the attic and to collectors in their quest to find authentic items among the reproductions that flood the modern market **California's Magazine**, 1916 **Official National Educational Association Convention Guide Book and Program** National Educational Association (U.S.), 1911 **Dogs and National Defense** Anna M. Waller, 1958 *The 1980 Guide to the Evaluation of Educational*

Experiences in the Armed Services: Coast Guard, Marine Corps, Navy, Dept. of Defense American Council on Education, 1980
Annotated Catalog of Bilingual Vocational Training Materials ,1986 *Manual Training Magazine* Charles Alpheus Bennett, 1921 The 1984 Guide to the Evaluation of Educational Experiences in the Armed Services ,1984 Manual Training Magazine ,1922 **Journal of Education** ,1888 Llamas Magazine ,1985 *Western Journal of Education* ,1928 *New York School Journal* ,1895 *Century Path* ,1906 **Elements of Police Supervision** William B. Melnicoe, Jan Mennig, 1978 This volume presents contemporary thinking in the field of police supervision and covers advances in supervisory techniques with special emphasis on the unique problems of police officers Proper implementation of policies and procedures rests with the supervisors of law enforcement agencies Accordingly the practical elements of the police supervisory function are outlined with attention to the police environment the supervisor's role in management the selection of supervisors the psychological aspects of supervision motivation leadership morale the role of employee groups and organizations discipline communication counseling and interviewing complaints and grievances decision making and planning work planning performance appraisal women supervisors and the supervisory training function The following materials are appended an example of a general order regarding complaints of police misconduct a complaint form used by the Oakland California Police Department a personnel evaluation form an example of a general order regarding permanent employment status an outline of the supervisory training course used by the Municipal Police Training Council of the state of New York a supervisor's rating scale a form for rating supervisors and a self analysis questionnaire for supervisors used in a California program for police officers training a field training guide used by the Oakland California Police Department and course and program curriculums meeting training specifications and standards for California police officers Reference notes and discussion questions are provided at the close of each chapter An index is included California Department of Corrections and Rehabilitation Elaine M. Howle, 2010-03 Corrections expenditures increased by 32% in the past 3 years to 10 billion however its ability to determine the impact various factors such as overcrowding the transition of the health care function to a fed court appointed receiver escalating overtime costs and the presence of aging inmates have on the cost of its operations is limited by a lack of information Nearly 25% of California's inmate population is incarcerated under the three strikes law which requires individuals to serve longer terms This report estimates that the increase in sentence length for inmates incarcerated under the three strikes law will cost the State 19.2 billion for the additional time these inmates are sentenced to serve Charts and tables **Neuropsychiatry in World War II.: Zone of interior** Robert S. Anderson, Robert J. Bernucci, Albert J. Glass, 1966

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