

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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**United States. Bureau of Employment
Security**



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Receptionist Training Manual Chris Heagle, Robb Heagle, 2005 *Veterinary Receptionist's Handbook* Gaston Janowiak, 2021-08-11 The Front desk is responsible for answering inquiries directing queries to the correct personnel department Communication skills and personal appearance are very important and influencing factors A person should be confident warm polite patient and sincere to deal with the queries of guests at the Front Office Read on to discover What a profitable front desk looks like and how to know if you have one Why your front desk is most likely draining your profits right now and how to identify and plug the holes in your leaking bucket Why transforming your front desk is the answer to 7 out of 10 problems your practice faces every day What veterinarians practice owners and managers must understand and communicate to staff before attempting any changes to their front desk Neglect this and you ll have a mutiny How your front desk holds the keys to achieving maximum compliance from every client turning them into loyal life long supporters who will never consider going to any other practice How to equip your front desk to handle any situation with ease and confidence regardless of the circumstance The three questions a particular front desk asked each of their clients increased appointment conversions by 524% in one month *Occupational Training Guides* United States. Department of Labor, 1974 A Working Guide for Training in Records Management John W. Lawton, 1963 Catalog of Training U.S. Fish and Wildlife Service, **Dental Reception and Practice Management** Glenys Bridges, 2008-04-15 Dental Reception and Practice Management is the dental office administrator s essential companion to all aspects of reception work and practice management duties The book covers vital interpersonal skills and the important aspects of business management and marketing relevant to dentistry In addition it explains the development of dental care and the range of available treatments enhancing the reader s understanding and awareness of the necessary clinical aspects of dentistry Dental reception and Practice Management covers a range of key skills and knowledge within three sections Overview of Dental Care Administration Front of House Skills and Planning and Managing Dental Services bringing together practical guidance on business management and reception skills with accessible and relevant information on the dental professions Job Corps Occupational Training Program Job Corps (U.S.), 1974 National Conservation Training Center Catalog of Training National Conservation Training Center (U.S. Fish and Wildlife Service), **A Guide to Traininf [for Operations Division, Rent Department.]** United States Price Administration Office, 1946 *Be the Effective Receptionist* Sandy Leong, Sahara Consultancy UK., 2010 Catalog of Training National Conservation Training Center (U.S. Fish and Wildlife Service), 2002

Practical Insecurity: The Layman's Guide to Digital Security and Digital Self-defense Lyndon Marshall, 2023-07-10 This book provides practical advice for everyone on how to effectively secure yourself your devices and your privacy in an era where all of those things seem doomed From acquiring software to the ongoing flaws in email to the risks of file sharing and issues surrounding social media and social reputation Practical Insecurity is the tool you need to maximize your self

protection in the digital world Everyone has had a brush with cybersecurity in some way Our computer has gotten a virus somebody you know has lost all their company s data because of ransomware someone has stolen our identity a store we do business with has their computer system compromised including our account so we are offered free identity protection and so on It seems like everyday there is another bit of bad news and it often impacts us But the question largely goes unanswered what can I do as an individual or as the owner of a small business to protect myself against having my security compromised Practical Insecurity provides the answers *Occupational training handbook* ,1976 **Hospital**

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web 86 lab 9 enzymes data for enzyme concentration graph in part 1 of the lab report create a graph of the rate of enzyme activity versus enzyme concentration the rate values should be plotted on the y axis and the volume of enzyme solution on the

x axis

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web temperature o too cold enzyme will work slowly o too hot more reactions due to increased kinetic energy of molecules causing more interactions between enzymes ph o different enzymes work better in different ph s ph can affect the shape of the site where the enzyme bonds with the substrate causing it to lose ability to function properly

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web oct 9 2019 how could you test to see if an enzyme was completely saturated during an experiment by increasing the substrate concentration list three conditions that would alter the activity of an enzyme be specific with your explanation temperature ph and concentration can alter the activity of an enzyme