

# 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

# Employee Manual For Front Desk

**Lawrence J. Fennelly**



## **Employee Manual For Front Desk:**

*Creating and Updating an Employee Policy Manual: Policies for Your Practice* American Dental Association, 2016-06-01  
This resource helps dental practices develop an office policy manual Includes sample policies forms and worksheets to help craft the perfect policy for your dental employee handbook With 99 sample dental office policies sample dental job descriptions templates for forms worksheets and checklists and explanations of at will employment Also offers information on dental staff training including OSHA and HIPAA [Handbook of Marketing Research Methodologies for Hospitality and Tourism](#) Ronald A. Nykiel, 2007 The final section explains market analysis planning and communications including preparing a research based business review and the effective presentation of research findings [Operating Policies and Procedures Manual for Medical Practices](#) Bette A. Warn, Elizabeth W. Woodcock, 2001 **Handbook of Loss Prevention and Crime Prevention** Lawrence J. Fennelly, 2012-03-15 The Handbook of Loss Prevention and Crime Prevention 5e is a trusted resource for physical security professionals students and candidates for the coveted Certified Protection Professional CPP certification administered by ASIS International The U S government recently announced that employees will have to obtain CPP certification to advance in their careers Edited by the security practitioner and author Lawrence Fennelly this handbook gathers in a single volume the key information on each topic from eminent subject matter experts Taken together this material offers a range of approaches for defining security problems and tools for designing solutions in a world increasingly characterized by complexity and chaos The 5e adds cutting edge content and up to the minute practical examples of its application to problems from retail crime to disaster readiness Covers every important topic in the field including the latest on wireless security applications data analysis and visualization situational crime prevention and global security standards and compliance issues Required reading for the certification DHS selected for its infrastructure security professionals Each chapter is contributed by a top security professional with subject matter expertise [Labor Relations Reference Manual](#), 2005 Vols 9 17 include decisions of the War Labor Board [The Fourth Star](#) Leslie Brenner, 2010-12-15 For foodies restaurant fans and restaurant workers chefs and chef wannabes and for everyone who devoured Kitchen Confidential here is a revealing look at what goes on behind the scenes at the world renowned Restaurant Daniel as chef owner Daniel Boulud strives for perfection and for the New York Times top four star rating The hushed elegant atmosphere of a fine restaurant often conceals an intensely stressful workplace where highly trained underpaid staffers work backbreaking hours against impossible dead lines often at the whim of a driven and demanding yet creatively gifted boss New York s Restaurant Daniel is one such place With the complete cooperation of Chef Daniel Boulud author Leslie Brenner spent a full year at the restaurant getting to know the staff in the kitchen the front of the house and the manager s office And she reports on it all with a vivid immediacy the mad shuffling reservations when a VIP shows up unannounced the young pastry chef who gets passed over for a promotion and then gets the last laugh even the financial arrangements that keep the restaurant s doors open for

business And underlying all the daily drama is Chef Boulud s obsession with getting a fourth star from the New York Times From the Hardcover edition *Pet-Specific Care for the Veterinary Team* Lowell Ackerman,2021-03-23 A practical guide to identifying risks in veterinary patients and tailoring their care accordingly Pet specific care refers to a practice philosophy that seeks to proactively provide veterinary care to animals throughout their lives aiming to keep pets healthy and treat them effectively when disease occurs Pet Specific Care for the Veterinary Team offers a practical guide for putting the principles of pet specific care into action Using this approach the veterinary team will identify risks to an individual animal based on their particular circumstances and respond to these risks with a program of prevention early detection and treatment to improve health outcomes in pets and the satisfaction of their owners The book combines information on medicine and management presenting specific guidelines for appropriate medical interventions and material on how to improve the financial health of a veterinary practice in the process Comprehensive in scope and with expert contributors from around the world the book covers pet specific care prospects hereditary and non hereditary considerations customer service implications hospital and hospital team roles and practice management aspects of pet specific care It also reviews specific risk factors and explains how to use these factors to determine an action plan for veterinary care This important book Offers clinical guidance for accurately assessing risks for each patient Shows how to tailor veterinary care to address a patient s specific risk factors Emphasizes prevention early detection and treatment Improves treatment outcomes and provides solutions to keep pets healthy and well Written for veterinarians technicians and nurses managers and customer service representatives Pet Specific Care for the Veterinary Team offers a hands on guide to taking a veterinary practice to the next level of care

Decisions and Orders of the National Labor Relations Board United States. National Labor Relations Board,2015-08

Accounting Policies and Procedures Manual Steven M. Bragg,2012-06-19 Now in a fifth edition Accounting Policies and Procedures Manual A Blueprint for Running an Effective and Efficient Department is a how to guide on creating an effective and efficient accounting department policies and procedures manual Written by Steven Bragg the foremost authority in accounting and controllership issues the new edition includes A new complimentary Web site providing readers with the foundation for creating or enhancing their accounting department policies and procedures manual More coverage of accounting procedures including inventory billing cash receipts pricing order entry credit collections sales returns capital budgeting cash forecasting payroll and closing the books Accounting Policies and Procedures Manual is the tool every accounting department needs to regularize and systematize its procedures to match the best in the industry **The Network Manager's Handbook** John Lusa,2018-05-04 This essential handbook for the data communications network manager and planner covers a variety of data communication and IS topics The Network Manager s Handbook addresses technical issues associated with local and wide area networking purchasing communications services supporting the network s users understanding the telecommunications regulatory environment personnel issues and more **Federal Trade**

**Commission Administrative Manual** United States. Federal Trade Commission,1998      *Library Staff Manual* University of Michigan. Library,1912      *Law Office Staff Manual* Berne Rolston,1992 This work contains all policies procedures needed for the general administration of a law firm It aids in training new employees avoiding misunderstandings preventing malpractice It is also available with 5 1 4 inch 3 1 2 inch diskettes for the IBM or compatible personal computers using ASCII WordPerfect programs      **Forms Used In Human Resources** Loma,1997-05-12 A lot has changed since 1985 when this landmark collection of human resource forms was last published New legislation the ongoing modernization of company practices and drastic changes in the workplace have led to a slew of new challenges for HR professionals Forms Used in Human Resources tackles these challenges head on It is fully revised with up to date forms for areas such as domestic partnership the ethical use of computer software and requests for translation services Forms Used in Human Resources is for anyone faced with the difficult task of creating or redesigning human resources forms It features contributions from over 55 U S and Canadian companies and includes 350 commonly used HR forms It can be used as a source to create new forms or as a standard for evaluating your company s current forms with those used by others Forms in this book have been designed to meet the needs of the companies using them They have already been put to use by companies such as the Principal Financial Group the Southwestern Life Corporation and Mutual of New York so you know they work well in the workplace And with so comprehensive a source there is no longer any need to spend hours doing research or struggling to create a new form Practical examples are right there at your fingertips examples that will save you valuable time and money      **Practice Management for Healthcare Professionals** Drew Stevens,2015-10-29 Healthcare is one field that remains a growing industry according to the U S Bureau of Labor As the youngest baby boomers continue to ascend in age the need to employ qualified health care personnel to both prevent and treat medical issues increases BLS suggests that there will be substantial growth of people in the healthcare field from practitioners to operations personnel in administration and technology Yet many in the field struggle This book provides relevant pertinent and focused information to aid a new or existing practice The author a well respected international practice management consultant and medical practice coach offers insights to revive a struggling practice He provides frameworks templates and scripts that practices can immediately use      **Essentials of Aviation Management** Julie F. Rodwell,2003      **Principles of Management for the Hospitality Industry** Dana Tesone,2012-05-23 It is vital for hospitality management students to understand key management concepts as part of the complex and intimate nature of the services industry Principles of Management for the Hospitality Industry is designed specifically for hospitality students who need to be able to use management tools and techniques to become successful hospitality managers By placing you at the heart of an imaginary workplace this book offers the opportunity to work through all of the items of discussion for each topic The chapter begins with a scenario to prompt an exploration of a given topic and concludes with the outcome of this scenario to reinforce the lessons learnt throughout the chapter Highly practical in

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**Decisions and Orders of the National Labor Relations Board** National Labor Relations Board,2017-11-13 Decisions and Orders of the National Labor Relations Board Volume 359 September 28 2012 Through July 16 2013

**Front Office Management for the Veterinary Team E-Book** Heather Prendergast,2018-12-20 NEW Strategic Planning chapter discusses how to strategically plan for the successful future of the veterinary hospital and will include details on growing the practice planning the workforce meeting consumer needs and increasing the value of the practice NEW The Leadership Team chapter discusses how leadership affects the paraprofessional staff provides suggestions for effective leadership strategies and methods to set expectations for employees including attracting and retaining employees leveraging empowering and driving employee engagement NEW Standard Operating Procedures provides a checklist of important tasks associated with that chapter that must be addressed completed in the veterinary practice setting

**Blackwell's Five-Minute Veterinary Practice Management Consult** Lowell Ackerman,2013-08-13 Blackwell s Five Minute Veterinary Practice Management Consult Second Edition has been extensively updated and expanded with 55 new topics covering subjects such as online technologies hospice care mobile practices compassion fatigue practice profitability and more Carefully formatted using the popular Five Minute Veterinary Consult style the book offers fast access to authoritative information on all aspects of practice management This Second Edition is an essential tool for running a practice increasing revenue and managing staff in today s veterinary practice Addressing topics ranging from client communication and management to legal issues financial management and human resources the book is an invaluable resource for business management advice applicable to veterinary practice Sample forms and further resources are now available on a companion website Veterinarians and practice managers alike will find this book a comprehensive yet user friendly guide for success in today s challenging business environment

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