

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

Reception Manual Examples

**Pravir K. Chawdhry, Parisa Ghodous, D.
Vandorpe**

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Blackwell's Five-Minute Veterinary Practice Management Consult Lowell Ackerman, 2020-01-09 Provides a quick veterinary reference to all things practice management related with fast access to pertinent details on human resources financial management communications facilities and more Blackwell's Five Minute Veterinary Practice Management Consult Third Edition provides quick access to practical information for managing a veterinary practice It offers 320 easily referenced topics that present essential details for all things practice management from managing clients and finances to information technology legal issues and planning This fully updated Third Edition adds 26 new topics with a further 78 topics significantly updated or expanded It gives readers a look at the current state of the veterinary field and teaches how to work in teams communicate with staff and clients manage money market a practice and more It also provides professional insight into handling human resources in a veterinary practice conducting staff performance evaluations facility design and construction and managing debt among other topics **KEY FEATURES** Presents essential information on veterinary practice management in an easy to use format Offers a practical support tool for the business aspects of veterinary medicine Includes 26 brand new topics and 78 significantly updated topics Provides models of veterinary practice challenges to the profession trends in companion practices and more Features contributions from experts in veterinary practice human resources law marketing and more Supplies sample forms and other resources digitally on a companion website Blackwell's Five Minute Veterinary Practice Management Consult offers a trusted user friendly resource for all aspects of business management carefully tailored for the veterinary practice It is a vital resource for any veterinarian or staff member involved in practice management

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 **The Veterinary Receptionist's Handbook** M. T. McClister,2000 **I May Be a Guild Receptionist, but I'll Solo Any Boss to Clock Out on Time, Vol. 4 (light novel)** Mato Kousaka,2024-11-05 When Alina is assigned to oversee a battle tournament held once every four years she knows she s in for one hell of a workload Good thing Iffole Counter is holding the grand prize a rare and valuable statue which is crucially unbreakable it s the perfect thing to take out her frustrations on That is until she smacks it too hard and its head pops right off Will she have to pay for it And worse what if someone finds out a mere receptionist broke the unbreakable Alina s only choice is to glue the thing back together win the tournament and take home the prize herself *Journal of the Institution of Water Engineers and Scientists* Institution of Water Engineers and Scientists,1980 **Learning Disabilities** Patricia I. Myers,Donald D. Hammill,1990 *The Receptionist Handbook* Lisa Harmon,2010-01-22 This no nonsense guide to being a receptionist is just the handbook corporate America has been waiting for Every front desk employee should be required to read this delightful quirky little book The illustrations keep it rolling and the text is as insightful as it is humorous It covers topics on clothing and image core reception skills and more With tips on how to get organized and examples of just what to say in every situation this is a must have for any receptionist who has ever felt upstaged by the rest of the office *Methods for Learning Disorders* Patricia I. Myers,Donald D. Hammill,1976 *The California State Prisoners Handbook* James Frank Smith,Michael R. Snedeker,Steven Fama,1990 *HVAC Handbook* Robert Rosaler,2004-07-27 This comprehensive handbook provides instant access to all the data calculations and equations needed for modern HVAC design Detailing up to the minute design methods operation and maintenance procedures and energy conservation and efficiency tools this essential reference provides a single volume solution to a myriad of HVAC design needs Includes both SI and metric units Controls and control systems Maintenance troubleshooting and repair Indoor air quality control **Pilot's Handbook of Aeronautical Knowledge** ,1971 **Chemoreception Abstracts** ,1988 **Advances in Concurrent Engineering** Pravir K. Chawdhry,Parisa Ghodous,D. Vandorpe,1999-08-24 **Advances in Concurrent Engineering** Parisa Ghodous,Pravir K. Chawdhry,1999 **World Radio TV Handbook** ,2008 **Radio & Model Engineering** ,1929 **Extra Masters', and Masters and Mates' Handbook to the Board of Trade Examinations** Charles Morris,1913 Extra Masters' and Masters' and Mates' Handbook to the Board of Trade Examinations Morris, Charles, F. R. Met. soc,1913 **The Laws as to Licensing Inns, &c. &c** George Colwell Oke,1874 **Equity Under the Judicature Act, Or the Relation of Equity to Common Law** Chaloner William Chute,1874

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