

Standard Operating Procedure No: 3

| | |
|-------------------------|---|
| Process : | What are the openings and closing duties of a front desk associate |
| Objective : | To ensure smooth and efficient operations of the shift |
| Responsibility : | Front office staff |

| S.No. | Procedure | Standard (Measurement, Number, Time, Quantity, Precautions, Phraseology etc.) |
|--------------|--|---|
| 1. | Opening duties of a front desk associate | <ul style="list-style-type: none"> ▪ To report on duty on time and be well groomed ▪ To read log book and acknowledge same by signing the log book ▪ To take key handover from the previous shift ▪ To take message or any specific handover ▪ To go through the arrivals for the day ▪ To check the room blocking for VIP arrivals ▪ To ensure that the desk is equipped with required stationery |
| 2. | <p>Closing duties of a front desk associate</p> <p>To file following reports</p> | <ul style="list-style-type: none"> ▪ To prepare log book handover for next shift ▪ To prepare key handover for next shift ▪ To prepare message or any specific handover for next shift ▪ To update A&D (arrival and departure) register ▪ Arrivals checked in report ▪ Managers report ▪ Shift Checklist |

Medical Front Office Training Manual

Great Britain. War Office



Medical Front Office Training Manual:

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

Standard Operating Procedures for Primary Care Physicians Robyn Freeman, Leila Chambers, 1997 **Manual of Field Works (all Arms)** Great Britain. War Office, 1925 **Current Catalog** National Library of Medicine (U.S.), First multi year cumulation covers six years 1965 70 *Handbook for the Q.F.* Great Britain. War Office, 1927 **Training** United States. Surgeon-General's Office, William Newbold Bispham, 1927 **Manuals ...** British Red Cross Society, 1913 Handbook of the B.L. 60-pr. Marks I to I** Guns on Marks I and III Field Carriages Great Britain. War Office, 1928 Handbook of the B.L. 6-inch 26-cwt. Mark I Howitzer on Mark I Travelling Carriage (land Service), 1919 Great Britain. War Office, 1924 **Handbook of the B.L. 9.2-inch Howitzers** Great Britain. War Office, 1920 **Handbook for the Q.F. 13-pr. Marks I to III Guns on Mark I Field Carriage** Great Britain. War Office, 1929 **Handbook for the Q.F. 18-pr. Marks I to II* Guns on Marks I to II Field Carriages** Great Britain. War Office, 1929 **Handbook of the 9.2-in. B.L. Guns, Mark IX, "C" Mark IX, and Marks X, Xv and X*, on Carriages, Garrison, Barbette, Marks IV, V, Va, Vb, VI and VIa** Great Britain. War Office, 1912 **Handbook of the B.L. 60-pr., Marks II & II* Guns on Mark IV Field Carriage** Great Britain. War Office, 1921 *The English Catalogue of Books [annual]*, 1924 Vols 1898 include a directory of publishers Clinical Medicine, 1986 Australian national bibliography, 1961 **Handbook of the Q.F. 18-pr. Guns** Great Britain. War Office, 1921 *Books and Pamphlets, Including Serials and Contributions to Periodicals* Library of Congress. Copyright Office, 1976-07 *The English Catalogue of Books* Sampson Low, 1926 Volumes for 1898 1968 include a directory of publishers

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