

# RECEPTIONIST HANDBOOK

## RECEPTIONIST HANDBOOK

### OUR CUSTOMER SERVICE GUIDELINES & PROTOCOLS

#### GENERAL

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.

**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 PERSON'S 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.

**GAUM** - Others should not know the presence of chewing gum.

#### 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. Continuous 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 essential. 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.

If appropriate, if you need to speak with someone we always welcome to speak with your manager.

customers at all times. If you are not familiar with a client, refer to them as Mr. XXX, Mrs. XXX, Miss if whether using their first name is appropriate.

or names, it makes them feel important and see them. "hello Mrs. Smith, nice to see you."

also them to serve themselves.

be magazines and brochures. Let them know it with you in five minutes."

or appointment is delayed due to a booking, how long they will be waiting.

and conversation with a co-worker in front of a conversation when a customer is waiting to be a the customer.

have conversation of a personal nature in front location when a customer arrives (e.g. "TV call is you interrupting you at a bad time.

for making personal phone calls while at work either.

get a non-critical task when a customer is only. Make a note of the task and tend to the

to make them feel special and attended to, and

are to make eye contact. This reinforces that you what you have to say.

too, do what you can to provide a positive

are at any time, let them know you will be right them waiting, advise them that you will be with and coming across as overwhelmed, stressed, or ed will be compassionate if you acknowledge

Sharing negative feelings or situations with customers about your bad day or if you are feeling terrible once you are no longer dealing with a customer.

**RESPECT** - You are expected to be polite and respectful to all customers, or if the customer is of an age XXX, for, or children, as appropriate. Use your judgment.

**KNOWS** - Customers really appreciate it if you can remember when you reference their name who more are you doing today?"

**BEVERAGE OFFERING** - Offer the customer a beverage.

**SEATING** - Invite the customer to have a seat and that they will be seen shortly. For example, "Just

**EXPECTATIONS** - Manage the customer's expectations about the customer of the delay as soon as they

**CONSIDERATIONS** - It is usually inappropriate to customer. And, it is never appropriate to continue around. And the consideration as soon as you can

**PHONE CONVERSATION** - It is never appropriate of a customer, or to disconnect from a personal, you back.") This may make the customer feel as

**PERSONAL PHONE CALLS** - Unless it is an emergency and particularly in the presence of a customer

**WORKING** - It is usually not appropriate to continue making to be served. Serving the customer is the customer's needs as soon as possible.

**ATTENTION** - Give the customer your undivided attention when you are with them.

**BE CONFIDENT** - When you are dealing with a customer are paying attention to them and make sure the

**EXTENDING** - Go the extra mile, when dealing with experience. Exceed their expectations.

**MANAGING CUSTOMERS** - When faced with multi with them. If you are helping a customer and he/she is not as good as possible and apologize for the frustration. Customers will understand if there is their presence.

Others should the call go to another location.

or clearly within 3 rings.

time, politely ask the customer to call if you can get them to.

a time of your work to enter

if the same business day or

or to put our hand out and a if to give guests coming in that the volume is appropriate

is, and absolutely to take it during time.

of work that any staff would ally that have not been that

hello

# Lobby Receptionist Manual

**M Carnoy**



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