

Busy FD

Sometimes the FD could get very busy, you will then need to return calls to clients that you couldn't have accommodate. Remember that the phone is ALWAYS priority. If you find yourself unable to adequately aid a G, take their name and phone number and return their call within 5 minutes.

"Thank you for choosing Trini. (Insert Your Name) speaking, may I please take your name and phone number so I can give you a call back?"

Follow the same procedure when phone lines are ringing simultaneously. Do keep calm and acknowledge present guests.

Upon returning the call...

"Hello (Insert G's Name) this is (Insert Your Name) calling you back from Trini Salon. Thanks so much for your patience. How may I assist you today?"

Non-Appointment

You will receive calls for staff and management. All calls must be filtered. See protocol for each type of non-appointment call.

Call for Staff

Always take a message.

If the SP is busy with a G...

"(Insert SP's Name) is with a guest at the moment. I am happy to take a message for her/him."

Use a post it to write a name, phone number, and reason for call. You should never interrupt a SP while they are with a G.

If the call is personal and urgent, discreetly hand the FM a post it.

When the SP is ready to return the call you must dial the number and greet the caller, then hand the phone over to the SP. You may not give G information to employees.

"Hello (Insert G's Name) it is (Insert Your Name) from Trini. I have (Insert SP's Name) here to speak to you regarding your message!"

Call for Management

Find out the name, phone number, and reason from the caller and write a note for management. You may share the office number upon request.

Medical Front Desk Training Manual

R Bogdan



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Table of Contents Medical Front Desk Training Manual

1. Understanding the eBook Medical Front Desk Training Manual
 - The Rise of Digital Reading Medical Front Desk Training Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Medical Front Desk Training Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Medical Front Desk Training Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Medical Front Desk Training Manual
 - Personalized Recommendations
 - Medical Front Desk Training Manual User Reviews and Ratings
 - Medical Front Desk Training Manual and Bestseller Lists
5. Accessing Medical Front Desk Training Manual Free and Paid eBooks
 - Medical Front Desk Training Manual Public Domain eBooks
 - Medical Front Desk Training Manual eBook Subscription Services
 - Medical Front Desk Training Manual Budget-Friendly Options

6. Navigating Medical Front Desk Training Manual eBook Formats
 - ePub, PDF, MOBI, and More
 - Medical Front Desk Training Manual Compatibility with Devices
 - Medical Front Desk Training Manual Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Medical Front Desk Training Manual
 - Highlighting and Note-Taking Medical Front Desk Training Manual
 - Interactive Elements Medical Front Desk Training Manual
8. Staying Engaged with Medical Front Desk Training Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Medical Front Desk Training Manual
9. Balancing eBooks and Physical Books Medical Front Desk Training Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Medical Front Desk Training Manual
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Medical Front Desk Training Manual
 - Setting Reading Goals Medical Front Desk Training Manual
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Medical Front Desk Training Manual
 - Fact-Checking eBook Content of Medical Front Desk Training Manual
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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