

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

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Massachusetts



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National Library of Medicine Current Catalog National Library of Medicine (U.S.),1971 First multi year cumulation covers six years 1965 70 **Saunders Manual of Medical Office Management** Alice Anne Andress,1996 This remarkably practical resource gives you one stop access to all of the medical office management techniques you need You ll find detailed guidance on technical skills like management of appointments and schedules health insurance billing and use of office automation systems as well as advice on personnel management effective communication ethical and legal issues patient confidentiality and many other issues that are essential to your success And you will like how easy this Manual is to use Samples of consent forms letters and procedural policies offer concrete examples for you to follow Manager Alerts point out potential pitfalls and tell you how to avoid them Helpful From the Author s Notebook tips describe the best ways to handle a variety of office problems **Student Review Manual for the Administrative Medical Assistant** Mary E. Kinn,1988

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Assisting 2nd edition addresses the most current competencies for CMA certification CPR procedures coding and insurance billing requirements HIPPA regulations and OSHA guidelines It also includes coverage of timely issues such as medical response to bioterrorism which none of the competitors include It retains its thorough coverage of procedures It trains students on medical office administrative procedures and equipment infection control and much more Adult Catalog: Subjects Los Angeles County Public Library,1970 **Books and Pamphlets, Including Serials and Contributions to Periodicals** Library of Congress. Copyright Office,1974-07 **The Medical Office Assistant** Portia M. Frederick,Mary E. Kinn,1974 Annual Report of the Adjutant-General of the Commonwealth of Massachusetts... ,1878 Describes the organization activities and roster of officers of the Massachusetts militia and National Guard **Public Documents of Massachusetts** Massachusetts,1878 **Documents of the ... Legislature of the State of New Jersey** ,1912 A Manual of examination of the eyes Edmond Landolt,1879 **The Township Manual for the State of Minnesota** Walter Sherman Booth,1874

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