

Download Office Reception Manual

c Ensure that reception room is tidy. c Turn reception computers on. c Go through the daily cleaning checklist before clocking out. EVENING SHIFT c Turn on the answering machine before leaving the office. c Fill up paper trays on fax and printer machines. c Put visitors book away. c Ensure that all visitor information is put away securely. Reception manual 1. RECEPTION'S MANUAL Telephones • All calls should be answered in three rings or less • The receptionist should identify the practice by name and give his or her first name. • No caller should be put on hold without first being greeted properly and asked if the caller minds holding. FRONT OFFICE RECEPTION MANUAL . Introduction-----This is a section that is most familiar with by every guest for it is here that direct facial contact occurred. Receptionist should use this manual as a guide for the day-to-day operations of the office. Whenever clarification is needed on a procedure or policy, for yourself or an agent, please refer to ...