

# 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

# Medical Reception Training Manual

**Shivhon Adkins**



## **Medical Reception Training Manual:**

**Dental Reception Training Manual** Anita Jupp, Advanced Dental Education Institute, 2007      **Practice Made Perfect** Marsha L. Heinke, 2014-05-14      *Front Office Management for the Veterinary Team - E-Book* Heather Prendergast, 2014-09-30 UPDATED Pet Health Insurance and Wellness Programs chapter describes how pet insurance and wellness programs may be integrated into a successful business UPDATED chapters include the most current information on team management human resources marketing inventory management and preparing and maintaining a budget UPDATED coverage of technology and procedures includes new computer screen shots new photos revised What Would You Do Not Do boxes addressing real life situations and a glossary helping you make a smooth transition into the workplace      Resources in Education ,1977      Occupational Outlook Handbook ,1990 Describes 250 occupations which cover approximately 107 million jobs      *Manuals ...* British Red Cross Society, 1913      A Manual of Correctional Standards American Prison Association. Committee to Revise the 1946 "Manual of suggested standards for a state correctional system.", 1954

**Manual of Correctional Standards** American Correctional Association, 1954      **Medical Receptionists and Secretaries Handbook** Mari Robbins, 2017-11-22 This best selling classic has now been fully revised expanded and updated It has established itself over ten years and with three previous editions as the essential handbook for study and daily reference Medical Receptionists and Secretaries Handbook Fourth Edition contains vital information for all staff enabling them to work efficiently and effectively both within the NHS and private medical sectors It encourages an understanding of the importance of administrative staff in providing high standards of patient care and promotes teamwork throughout the whole healthcare environment No medical receptionist secretary or healthcare administrator should be without it

**Resources in Education** ,1984      **Medical Receptionist Handbook to Success** Shivhon Adkins, 2018-02-08 Medical Receptionist Handbook to Success is a comprehensive learning tool for the enhancement of front office personnel in a healthcare setting Handbook offers implementable tools to promote effective communication customer service and productivity      *Smull's Legislative Hand Book and Manual of the State of Pennsylvania* ,1922      **Manual of Graduate Training in Surgery** American College of Surgeons, 1940      **Australian Family Physician** ,1979      **Herald of Health** ,1870      **Penjerdel Location and Market Guide of the Delaware Valley** ,1977      *Journal of Education* ,1896      R-42 Electronic Education Institute for the Future, 1978      *Journal of the American Medical Association* American Medical Association, 1893 Includes proceedings of the Association papers read at the annual sessions and list of current medical literature      **Documents of the ... Legislature of the State of New Jersey** ,1912

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