

# 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

# Spa Reception Manual

**KJ Lindholm-Leary**



## Spa Reception Manual:

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## Unveiling the Energy of Verbal Art: An Emotional Sojourn through **Spa Reception Manual**

In some sort of inundated with monitors and the cacophony of fast conversation, the profound energy and psychological resonance of verbal artistry often fade in to obscurity, eclipsed by the constant barrage of sound and distractions. However, situated within the lyrical pages of **Spa Reception Manual**, a interesting function of literary brilliance that pulses with fresh feelings, lies an unique trip waiting to be embarked upon. Composed by a virtuoso wordsmith, this magical opus guides viewers on an emotional odyssey, gently exposing the latent potential and profound affect embedded within the intricate internet of language. Within the heart-wrenching expanse of the evocative evaluation, we will embark upon an introspective exploration of the book is main themes, dissect its fascinating publishing model, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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