

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

William Thomas Lowndes



Spa Reception Manual:

Spa Management, 2006 **Spa Bodywork** Anne Williams, 2007 This textbook guides massage therapists through each step of delivering a spa treatment from consideration of the indications and contraindications to scope of practice issues supplies room set up specific procedure steps and ideas for integrating massage techniques spa products and enhancing accents While wet room treatments are discussed the focus is on dry room treatments which can be delivered in a wider variety of settings More than 250 full color photographs illustrate each technique and treatment Treatment Snapshot boxes provide a quick overview of the treatment before the detailed step by step procedures section Sanitation Boxes offer clean up and sanitation tips Sample Treatments include promotional descriptions product recommendations and recipes for creating inviting smell scapes *Spa* Robert D. Henry, Julie D. Taylor, The Images Publishing Group, 2005 *Spa The Sensuous Experience* provides a timely exploration of 40 of the very best spas created over the years from more recent examples to traditional destinations that have become classic icons in the spa world *Field Manuals* United States. War Department, 1942 The Bibliographer's Manual of English Literature William Thomas Lowndes, 1883 A Manual of English Pronunciation and Grammar for the Use of Dutch Students J. H. A. Günther, 1899 The Green Beauty Guide Julie Gabriel, 2008 **The student's manual of English literature. A history of English literature, ed. with notes by W. Smith** Thomas Budd Shaw, 1887 **Caterer & Hotelkeeper**, 1993-11 *Beauty Therapy Fact File* Susan Cressy, 2004 This edition has been updated to cover new trends and includes the underpinning knowledge for the skills you will need in your practice as a beauty therapist Covering areas such as nutrition and lifestyle and spa treatments as well as all the main therapies this book will support you in your day to day work The anatomy and physiology section has been completely revised to include extensive diagrams of all body systems back cover

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