

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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Front Office Management for the Veterinary Team E-Book Heather Prendergast, 2018-12-20 NEW Strategic Planning chapter discusses how to strategically plan for the successful future of the veterinary hospital and will include details on growing the practice planning the workforce meeting consumer needs and increasing the value of the practice NEW The Leadership Team chapter discusses how leadership affects the paraprofessional staff provides suggestions for effective leadership strategies and methods to set expectations for employees including attracting and retaining employees leveraging empowering and driving employee engagement NEW Standard Operating Procedures provides a checklist of important tasks associated with that chapter that must be addressed completed in the veterinary practice setting **Dental Reception Training Manual** Anita Jupp, Advanced Dental Education Institute, 2007 **Training Manual** United States. Drug Enforcement Administration, 1988 **Drug Enforcement Administration Training Manual**, 1988 Practice Management for the Veterinary Team - E-Book Heather Prendergast, 2023-11-09 Comprehensive coverage of practice management skills includes leadership financial management and strategic planning as well as telephone skills appointment scheduling admitting and discharging patients and communicating with clients Coverage of clinical assisting ranges from examinations and history taking for patients to kennels and boarding procedures Veterinary Ethics and Legal Issues chapter helps you learn to protect the practice and run a practice based on ethical principles and veterinary laws End of chapter review questions reinforce key concepts and measure mastery of the content End of chapter Practice Managers Survival Checklist allows you to review the most essential information Versatile text can be used by practice managers to study for the CVPM exam Updated content highlights important technological and professional updates to the field impacting medical record management New chapters covering telehealth and practice integrative management software are included Current coverage includes a revised Leadership Professional Development and Human Resources chapter and expanded content in Strategic Planning and Marketing chapters **Monthly Catalogue, United States Public Documents**, 1979

Saunders Essentials of Medical Assisting - E-Book Diane M. Klieger, 2013-08-09 Saunders Essentials of Medical Assisting 2nd Edition is designed to give you just the right amount of the essential information you need to prepare for your career as a medical assistant It covers all of the need to know information in an organized approachable format The condensed information is perfect for shorter programs of study and as a review tool for certification or re certification for practicing medical assistants Full color and visually oriented this text presents information in manageable segments that give you all the relevant facts without being overwhelming With the most up to date information on basic body systems foundational concepts such as medical terminology nutrition and full coverage of office concepts and procedures you ll have everything you need to know to begin your Medical Assisting career with confidence Full color design is visually stimulating and great for visual learners Helpful studying features guide students through the material such as Learning Objectives for every

chapter Key Information summarized in tables throughout the text and emphasized Key Words Practical Applications case studies at the beginning of each chapter quickly introduce students to real life Medical Assisting Word Parts and Abbreviations at the end of the Anatomy and Physiology sections reinforce learned medical terminology Illustrated step by step Procedures with charting examples and rationales show how to perform and document administrative and clinical procedures UPDATED information on Medical Office Technology prepares students for jobs in today s modern and often hectic medical offices NEW Disaster Preparedness content demonstrates how medical offices can work closely with community and health departments during an emergency Newly organized information emphasizes foundational areas of knowledge with new chapters on Nutrition Phlebotomy Venipuncture and Blood Lymphatic and Immune Systems Practice Made Perfect Marsha L. Heinke,2014-05-14 **AF Manual** United States. Department of the Air Force,1956 *Current Catalog* National Library of Medicine (U.S.), First multi year cumulation covers six years 1965 70 **Catalog of Publications** United States. Department of Health, Education, and Welfare,1978 Vocational Education : State Instruction Materials for ... Oklahoma. State Department of Vocational and Technical Education. Curriculum and Instructional Materials Center,1974 **Manual of Exotic Pet Practice** Mark Mitchell,Thomas N. Tully,2008-03-04 The only book of its kind with in depth coverage of the most common exotic species presented in practice this comprehensive guide prepares you to treat invertebrates fish amphibians and reptiles birds marsupials North American wildlife and small mammals such as ferrets rabbits and rodents Organized by species each chapter features vivid color images that demonstrate the unique anatomic medical and surgical features of each species This essential reference also provides a comprehensive overview of biology husbandry preventive medicine common disease presentations zoonoses and much more Other key topics include common health and nutritional issues as well as restraint techniques lab values drug dosages and special equipment needed to treat exotics Brings cutting edge information on all exotic species together in one convenient resource Offers essential strategies for preparing your staff to properly handle and treat exotic patients Features an entire chapter on equipping your practice to accommodate exotic species including the necessary equipment for housing diagnostics pathology surgery and therapeutics Provides life saving information on CPR drugs and supportive care for exotic animals in distress Discusses wildlife rehabilitation with valuable information on laws and regulations establishing licensure orphan care and emergency care Includes an entire chapter devoted to the emergency management of North American wildlife Offers expert guidance on treating exotics for practitioners who may not be experienced in exotic pet care

Australian national bibliography ,1961 **A Practical Guide for Medical Teachers** John Dent,Ronald M. Harden,Dan Hunt,2017-04-26 The Fifth Edition of the highly praised Practical Guide for Medical Teachers provides a bridge between the theoretical aspects of medical education and the delivery of enthusiastic and effective teaching in basic science and clinical medicine Healthcare professionals are committed teachers and this book is an essential guide to help them

maximise their performance This highly regarded book recognises the importance of educational skills in the delivery of quality teaching in medicine The contents offer valuable insights into all important aspects of medical education today A leading educationalist from the USA joins the book's editorial team The continual emergence of new topics is recognised in this new edition with nine new chapters The role of patients as teachers and assessors Medical humanities Decision making Alternative medicine Global awareness Education at a time of ubiquitous information Programmatic assessment Student engagement and Social accountability An enlarged group of authors from more than 15 countries provides both an international perspective and a multi professional approach to topics of interest to all healthcare teachers *Coaching in Medical Education - E-Book* Maya M. Hammoud, Nicole M. Deiorio, Margaret Moore, Margaret Wolff, 2022-02-18 Today's medical school coaching programs integrate a wide variety of personalized goals including professional identity formation and academic performance as well as community building leadership and lifelong learning skills clinical skill development and more Coaching in Medical Education part of the American Medical Association's MedEd Innovation Series is a first of its kind instructor focused field book that equips educators to coach medical students or run an effective medical student coaching program increasing the likelihood of medical student and thus physician success Summarizes a set of robust theories which form a scientific foundation for coaching competencies Gives clear guidance on coaching as well as how to design implement and evaluate a coaching program in today's institutions Explains the difference between coaching and traditional advising and mentoring Discusses how to use coaching to develop the Master Adaptive Learner Provides various approaches for different levels of learners remedial to advanced UME through GME Offers practical frameworks for individual team and peer coaching Discusses how to use coaching to enhance wellbeing strengthen leadership skills foster personalized academic and career development and increase resilience during change and acute uncertainty Contains tools for creating an ethical equitable and inclusive coaching program Includes a chapter focused on Assessment and Program Outcomes One of the American Medical Association's ChangeMedEd initiatives and innovations written and edited by members of the Accelerating Change in Medical Education Consortium a unique innovative collaborative that allows for the sharing and dissemination of groundbreaking ideas and projects Enhanced eBook version included with purchase Your enhanced eBook allows you to access all of the text figures and references from the book on a variety of devices **Manuals ...** British Red Cross Society, 1913 **Resources in Education**, 1994 **Monthly Catalog of United States Government Publications** United States. Superintendent of Documents, 1979 February issue includes Appendix entitled Directory of United States Government periodicals and subscription publications September issue includes List of depository libraries June and December issues include semiannual index **Index-catalogue of the Library ...** Library of the Surgeon-General's Office (U.S.), 1959

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