

# RECEPTIONIST HANDBOOK

The Staff and Reception Service Agreement describes the protocols and procedures we have in place (for front-line and reception staff to ensure that the duties and protocols of the job are understood and that the customer experience is the best it can be.

## OUR CUSTOMER SERVICE GUIDELINES & PROTOCOLS

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 that function, personal use, internet access, or any other personal purpose is not allowed under any circumstances except for 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 work hours.

**CALLS** - If someone needs to get in touch with you for an urgent matter; they are welcome to call the office at any time. If they cannot get hold of anyone, they are welcome to call [ENTER PERSON'S NAME] on their cell phone [CELLPHONE NUMBER], and they will be happy to pass on the message.

**PERSONAL USE OF COMPANY EQUIPMENT** - During breaks, **PERSONAL USE OF COMPANY COMPUTERS, INTERNET, OR ANY OTHER 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.

Staff should not know the presence of chewing gum.

## WITH WALK-IN VISITORS

Staff should greet and welcome a visitor or customer as soon as you can. Even if you are on the phone, make eye contact, and try to communicate non-verbally that you are aware they are there and you will be right with them.

**GREETING** - When greeting a customer, or answering the phone, always, **always** smile and 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 greet them, "How can I help you today?"

Staff should be friendly, professional, and calm at all times – and smile! We want customers to feel good when they're dealing with us. Your attitude is essential. It says a lot about the Company and largely determines whether the person in front of us will become a repeat customer.

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. Expressing negative feelings or situations with customers is not appropriate. If you need to speak with someone

# Details

General  
Walk-in Visitors  
Front Desk & Reception  
Phone  
Music  
Email

# Gp Receptionists Handbook

**David Littlefield**



## **Gp Receptionists Handbook:**

The GP Receptionist's Handbook Bennett Quinn,Quinn,1996 Aimed at the newly appointed GP receptionist this practical text contains tasks for the reader to complete and samples of forms which can be photocopied There is an emphasis on confidentiality and accuracy and the text reflects changes in practice including fundholding and the importance of IT

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

*The General Practice Management Handbook* Peter Orton (MRCGP.),Claire Hill,1997 The introduction of GP practice budgets the new GP contracts and developments in commissioning care in the community have completely changed the character of GP practice management There is an increasingly entrepreneurial approach focused on customers and an accompanying need for a managerial approach The purpose of the text is to provide a practical guide to key management issues faced in running an efficient GP practice The handbook includes details on the main management issues of finance personnel information and quality as well as specific best practice examples on IT contracts and legal issues

**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

Metric Handbook David Littlefield,2008 This book deals with all the principal building types ranging from airports factories and warehouses offices shops and hospitals For each such building type the basic design requirements and all the principal dimensional data is given

*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

**General Practitioners Handbook** Norman Ellis,1997 Provides practice staff health service managers and pharmaceutical executives with clear and accessible guide to the finance management and organization of general practice

**Monthly Catalog of United States Government Publications** ,1990-04

**Monthly Catalogue, United States Public Documents** ,1990-03

**The Journal of the Royal College of General Practitioners** ,1982

**Journal of the Royal Army Medical Corps** ,1997

Cumulative Book Index ,1925 A world list of books in the English language

Caribbean Islands Handbook ,2002 Includes over 100 islands from Cuba to the tiniest cay

**The Hospitals & Health Services Year Book and Directory of Hospital Suppliers** ,1993

Handbook for Hospital Secretaries and Receptionists Lesley Cody,2017-08 This guide is designed for the hospital medical secretary receptionist and contains useful information on the following Secretarial duties Hospital departments A chapter on each medical specialty Medical terminology relevant to each specialism Investigations and procedures Sample letters and reports Commonly prescribed drugs in each specialty Commonly used medical abbreviations Word elements roots prefixes and suffixesIn a hospital setting medical secretaries are often known as personal assistants and support one or more specialist consultants They are likely to be based in a specific department for example paediatrics child health or cardiology heart care This book will be particularly useful to the temporary medical secretary or float secretary who may be called upon to work in any speciality at short notice and will often find themselves thrown in at the deep end It will also be a valuable resource for the secretary in a GP practice

*FRANCHISE OPPORTUNTIES HANDBOOK* ,1985

**Information Sources in the Medical Sciences** Leslie Thomas Morton,S. Godbolt,1992

*Core Collection of Medical Books and Journals 2001* Howard Hague,2000

*Footprint Caribbean Islands Handbook 2003* Sarah Cameron,2002 Footprint Caribbean Islands Handbook is fully updated with the best information on almost every island in the Caribbean The individual flavors of each island are captured along with practical advice and accessible recommendations and this edition contains a double page full color front map illustrating the highlights of the countries Over 120 island and town maps

**Handbook of Latin American Studies** ,1941 Contains scholarly evaluations of books and book chapters as well as conference papers and articles published worldwide in the field of Latin American studies Covers social sciences and the humanities in alternate years

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