

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

Hotel Receptionist Training Manual

Chakravarti



Hotel Receptionist Training Manual:

How to be a Hotel Receptionist Matt Shiells-Jones,2012-03-15 This book is designed for anyone who works front of house in a hotel from porters to managers and beyond and is an indispensable read that covers almost everything you could encounter from complaint handling and telephone call skills through to dealing with overbooking and room allocations Comprehensive yet easy to read and conversational in tone this book provides a great addition to any in house training It contains one of the most comprehensive sections on complaint handling both in writing and face to face along with guidelines on best practice sample scenarios and questions to make you think making this a fantastic read to help you get to grips with the reception and front of house role This book covers a vast array of matters and is suitable for both floor level staff and managers *Hotel Front Office Training Manual with 231 SOP* Hotelier Tanji,2013-08-06 Recommended Download Ebook Version PDF of this book from here <http://www.hospitalityschool.com/training-manuals-front-office> Front Office or Front Desk of a hotel is the most important place It is treated as the nerve center or brain or mirror of the hotel The first hotel employees who come into contact with most guests when they arrive are members of the front office These people are mostly visible and assumed mostly knowledgeable about the hotel *Hotel Front Office Training Manual with 231 SOP* 1st edition comes out as a comprehensive collection of some must read hotel restaurant and motel front office management Standard Operating Procedures SOP and tutorials written by hospitality school com writing team All contents of this manual are the product of Years of Experience Suggestions and corrections Efforts have been made to make this manual as complete as possible This manual was made intended for you to serve as guide Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times Bonus Training Materials Read 220 Free Hotel Restaurant Management Training Tutorials from Here <http://www.hospitalityschool.com/free-hotel-management-training> *Hotel Front Office Training Manual* S. Andrews,2001-09 **Airline Cabin Crew Training Manual** Emmy Arsonval Maniriho,2022-11-12 Working as cabin crew for international and domestic airlines is a stunning and challenging experience In addition to jetting off to exotic destinations the job also requires a high degree of responsibility and specialization to ensure the safety and comfort of passengers in line with civil aviation industry regulations It takes a lot of time determination and enthusiasm but cabin crew training is also a lot of fun This Airline cabin crew training manual provides with everything a cabin crew staff needs to know before during and after flying moment This manual gives an ideal approach on how to deal with cabin safety and airline services It is designed for the people who like to become an Airhostess and stewards Many young people opt for cabin crew as a full fledged career prospect because of the high salaries exciting experience of flying and interacting with different kinds of people on board and visiting several countries The liberation of Aviation industry in many countries has created a lot of job opportunities in airline and airport sector This Airline Cabin Crew Training Manual is meant to prepare airline professionals and students to handle the toughest moments in airlines and Airports *Hotel Front Office Training Manual* A. K.

Kienast, Michael T. Turner, 1994 **Hotel Front Office Training Manual**, 2011 Trainer Assessment Leslie Rae, 2002

Not only is the trainer's role changing but so are the people doing the training. Line managers, coaches and other facilitators are now involved just as much as people with the title of training manager. How do you measure the skills and abilities of both the full-time and the occasional trainer? The answer is Trainer Assessment which provides a framework for assessing trainer effectiveness along with the tools and techniques that you can use. There is a continuous focus on the effectiveness of training in most organizations; this book looks at the role and influence of every trainer in that process.

Hotel Front Office Training Manual Chakravarti, *Hotel Front Office*, 1982 **Front Office Operation** Chiranjib Kumar, Ph.D., 2016-07-03

Front Office is one of the major revenue-producing departments in the hotel. Whether the hotel is small or big, it requires the front office to run the business smoothly without any trouble. Front office not only sells the rooms of the hotel but also sells other services offered by the hotels. It is the controlling centre of movement of guests inside the hotel. Most of the hospitality and tourism business requires a well-managed front office to delegate the work in a proper way. The book is based on extensive research on front office operations in Hospitality and Tourism services. It is prepared to meet the requirements of front office personnel in a challenging scenario of hotel operation. It covers almost all important aspects of front office operation as per the demand of the hotel industry. It provides an opportunity to become true front office professionals. The book contains simplicity in diversity and touches almost all the important points which are required to understand the concept of front office operation and management that is reservation, check-in to check-out and further leads to the advance stage that is Night Audit, Revenue Reports, PMS, GDS, Hotel Statistic Reports, Room Forecasting, yield management, sales promotion, resorts and cruise and other aspects. It includes various procedures of front office starting from check-in to check-out and arrival to departure.

Front Office P. Abbott, S. Lewry, 2010-02-17. Designed for all students of hospitality and tourism management, the second edition of this best-selling text gives a modern approach to front office operations and management using realistic scenarios set in the hotel environment. Key features of this essential text: user-friendly style of writing and accessible page layout enables students to use it as a reference book as well as a textbook; updated in the light of recent developments such as global distribution systems and the internet; greater focus on increasing yield and expansion of vital management aspects such as staffing and equipment; additional extended practical exercise material. Front Office reflects the importance of different features of the receptionist's work and is divided into four main sections: Procedural aspects, Dealing with people, Increasing yield, Management aspects. Front Office is ideal for GNVQ/BTEC students, those taking the professional exams of the HCIMA and for undergraduates and postgraduates studying hospitality and tourism management and all relevant executive courses.

Hotel Front Office Sudhir Andrews, 2013 **Professional Hotel Management** J M S Negi, 2002. This book, an essential text for hospitality management students, examines the relevance and applications of general management theory and principles to hospitality organizations. Using contemporary material and case studies, the book indicates ways in which

performance may be improved through better use of human resources Rigorous academic theory is related to hospitality practice based on the authors great knowledge of the hospitality industry The text takes a vocational basis and the illustration of the theory with the real life examples of hospitality management in action provides a solid and stimulating introduction to the subject **Hotel Front Office Training Manual** Dr. B.K. Chakravarti,2010-09-24 **Training and Reference Manual for Job Analysis** United States Employment Service,1965 **Chronicle Vocational School Manual** Chronicle Guidance Publishers,2000-08 *CTH - Front Office Operations* BPP Learning Media,2009-07-01 BPP Learning Media is proud to be the official publisher for CTH Our CTH Study Guides provide the perfect tailor made learning resource for the CTH examinations and are also a useful source of reference and information for those planning a career in the hospitality and tourism industries **Techniques of Training** Leslie Rae,1995 Leslie Rae reviews the main methods used in training and development He describes each one briefly sets out its advantages and drawbacks and where and how to deploy it to best effect In this edition the text has been thoroughly revised to reflect such developments as Training and Development NVQs and the changing role of the practitioner Research in Education ,1970-12 Resources in Education ,1996

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