

## **RECEPTION'S MANUAL**

### **Telephones**

- All calls should be answered in three rings or less
- The receptionist should identify the practice by name and give his or her first name.
- No caller should be put on hold without first being greeted properly and asked if the caller minds holding.
- Patients should not remain on hold for more than thirty seconds, except when the receptionist is on another call.
- Patients should not wait longer than two hours for a return call from the practice.
- There should be no complaints about lost or forgotten messages.
- There should be no more than two complaints per month about telephone procedures.

### **Scheduling**

- No patient should wait more than seven days for an appointment.
- New patients should be seen within three days.
- There should be no more than two complaints per month scheduling procedures.

### **Patient Reception**

- All patients should be greeted by name within thirty seconds of their arrival.
- The reception area and lobby should be kept clean and neat at all times.

### **Waiting Area**

- No patient should wait more than fifteen minutes from his or her scheduled appointment time to see the physician.
- If there is a change in the schedule, patient's should be notified immediately upon arrival and given the option to reschedule or come back later that day.
- Continually update patients who choose to wait on the status of their appointment.
- There should be minimal patient complains about waiting time.

### **Patient Education**

- The clinical staff should offer each patient a final opportunity to ask questions and escort each patient to the check out area.
- All patients should be given a practice brochure and business card.

### **Patient Complaints**

- Patient complaints should be addressed immediately by the staff person to whom the complaint was made.
- If this person is unable to resolve the complaint, he or she should immediately contact the staff person who can resolve the problem.
- The office manager should call each patient who has a complaint on the next business day to make sure the issue was resolved to the patient's satisfaction.

# Office Receptionist Training Manual

**Christian Drosten**



## **Office Receptionist Training Manual:**

*Front Office Management for the Veterinary Team - E-Book* Heather Prendergast, 2014-03-14 The only book of its kind Front Office Management for the Veterinary Team focuses on the day to day duties of the veterinary team It offers a complete guide to scheduling appointments billing and accounting communicating effectively and compassionately with clients managing medical records budgeting marketing your practice managing inventory using outside diagnostic laboratory services and much more Written by Heather Prendergast RVT CVPM this manual simplifies essential tasks with step by step instructions Exercises on the Evolve website offer additional practice with front office tasks Interactive working forms give you experience completing sample checks deposit slips patient history forms and incident reports The latest information on electronic banking and tax forms ensures that you adhere to the most current financial guidelines What Would You Do Not Do boxes provide scenarios to expose you to real life situations that occur in veterinary practice and guide you through to an appropriate resolution Review questions test your understanding of concepts presented in each chapter Practice Point boxes highlight practical information to remember while on the job Veterinary Practice and the Law boxes provide essential information about laws that you must know in order to run an ethical practice and to protect the practice Key terms and learning objectives guide you through study of the most important content

**Front Office Operation** Chiranjib Kumar, Ph.d., 2016-07-03 Front Office is one of the major revenue producing department in the hotel Whether hotel is small or big it requires 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 controlling centre of movement of guest inside the hotel Most of the hospitality and tourism business requires well managed front office to delegate the work in proper way The book is based on extensive research on front office operation in Hospitality and Tourism services It is prepared to meet with requirement of front office personnel in challenging scenario of hotel operation It covers almost all important aspects of Front office operation as per the demand of 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

Law Office Policy & Procedures Manual Howard I. Hatoff, Robert C. Wert, 2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office policies personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The

book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs

**Office Management Manual for Legal Aid Societies** Junius L. Allison, 1953

**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

The Architect's Handbook of Professional Practice American Institute of Architects, 2011-09-26 Architects must be proficient in a variety of business practices to contribute to manage or launch a successful firm They are responsible for the same kind of legal financial marketing management and administrative activities as any other professional Within these broad categories however there are many details including professional standards and documents that are unique to the profession of architecture

**Office-Based Surgery in Otolaryngology** Andrew Blitzer, 1998 Otolaryngologists are working harder than ever to reduce costs increase efficiency and lessen their reliance on hospital based surgery This book with contributions from more than 60 leading experts is the guide they need to keep up with this important trend A comprehensive one source reference the guide begins with detailed information on office set up and management reimbursement credentialing and legal issues It then provides step by step fully illustrated coverage of more than 50 different office based procedures Highlights include Complete how to instruction in the most important new procedures in otology laryngology rhinology oral surgery and head and neck surgery Detailed coverage of endoscopic and laser based techniques Special section on office procedures in cosmetic and facial plastic surgery including otoplasty rhinoplasty face lift and hair transplantation Practical information on managing the office and handling credentialing insurance and reimbursement

*The Office Interior Design Guide* Julie K. Rayfield, 1997-04-01 Because the edge you need begins with the space you occupy The Office Interior Design Guide enables facilities professionals with little or no design experience to become knowledgeable active partners with consultants and designers in developing efficient flexible office spaces that work It is also intended to serve as a general overview of the office environment for the design or engineering professional This practical book covers the entire planning and management process for both conventional and alternative officing with important information on The Americans with Disabilities Act of 1990 indoor air quality fire safety and more

From buildingsupport systems to key elements of interior design thiscomprehensive guide shows you how to Create a strategic facilities plan Put together an effective in house team Define project needs and objectives Build solid relationships with management technical andcreative consultants Choose the right design firm Select appropriate facilities Develop an on target schedule and budget Achieve adaptable cost effective design solutions Complete with sample letters for requesting proposals andqualifications plus a detailed programming questionnaire to helpyou specify project requirements The Office Interior Design Guideenables you to create hardworking environments equipped to handletoday s business challenges and tomorrow s organizational needs

*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

**U.S. Navy Occupational Handbook for Women** United States. Bureau of Naval Personnel,1953

**Resources in Education** ,1993

*Franchise Opportunities Handbook* ,1991 This is a directory of companies that grant franchises with detailed information for each listed franchise

New Zealand with a Hobbit Botherer John Gisby,2005-01-01 What should you do if your spouse becomes addicted to the Lord of the Rings movies and swoons at the very mention of Orlando Bloom s name Thud Quick fetch the smelling salts How about taking the advice of a strange apparition that reveals itself in a dream An apparition that looks remarkably like the director of the movies Peter Jackson but not quite remarkably enough to prompt legal action An apparition that recommends touring New Zealand in an effort to prove that its sheep pastures aren t really filled by frolicking Hobbits Just sheep and the occasional zorbing local This is the hilarious tale of such a tour featuring snow capped mountains and turquoise lakes flightless birds and flying cattle bungy jumping grannies and the carrot mafia strange yellow eyes peering up from a road map and hotel receptionists always desperate to know win you are living

Church Management Basics Ferdinand J Burger,2004 Believing that a church or mission should be managed according to a structured module based on Biblical principles Church Management Basics provides leadership and management with some basic ideas to help the reader become more accountable and responsible in their work Not only are general topics such as Finance Administration and Human Resources discussed but they are also examined more fully where appropriate Hands on examples are used to illustrate the application of solutions offered and further tools and samples add to the innovative ingredients to make this book a must read for all church leaders workers in missions and employees of other non profit organizations Areas of business covered in Church Management Basics include

Management and Leadership sharing the vision and keeping the vibrancy going finance and basic accounting for non profit organizations document management administration time management project management IT Systems Human Resources Management in churches and how not to lose the main focus of God s Church on earth while doing all the day to day tasks For more information please visit <http://ferdinandburger.net/firms.com> or contact the author per email [ferdinand\\_burger@bluemail.ch](mailto:ferdinand_burger@bluemail.ch)     Regulation of Income Tax Return Preparers United States. Congress. House. Government Operations,1972

**Regulation of Income Tax Return Preparers** United States. Congress. House. Committee on Government Operations. Legal and Monetary Affairs Subcommittee,1972     *Information Communication Occupations; a Suggested Curriculum Guide* United States. Office of Education,1970     *The Ferguson Guide to Resumes and Job Hunting Skills* Maurene J. Hinds,2005 Presents a guide to preparing a r sum and conducting a job search including information on looking beyond classified ads creating a r sum writing cover letters and interviewing for positions     *El-Hi Textbooks in Print* ,1984     Module 1 (Office Management) of Yeoman 1 & C Training Course Naval Education and Training Program Development Center,1979

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