Receptionist: Textbook

Sweet, June

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Receptionist Textbook

Lisa Harmon

Receptionist Textbook:

The Receptionist Handbook Lisa Harmon, 2010-01-22 This no nonsense guide to being a receptionist is just the handbook corporate America has been waiting for Every front desk employee should be required to read this delightful quirky little book The illustrations keep it rolling and the text is as insightful as it is humorous It covers topics on clothing and image core reception skills and more With tips on how to get organized and examples of just what to say in every situation this is a must have for any receptionist who has ever felt upstaged by the rest of the office **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 New Receptionist Hanna Smith, 2019-03-08 First impressions do count Jump start your professional career or upgrade your skills with this exciting new book from The Hanna Smith Agency For the professional business build a solid foundation for your reception staff They are your company s greatest asset A wide range of topics covered in one book Most of us know how to use a computer answer a telephone and write an email but can we do it in a professional setting The New Receptionist gives special attention to working in a professional business environment where you ll need to know what a COO is what the GDPR and POPI are and what terms such as R D and CRM are used for Receptionists are introduced to and guided through their daily duties in a practical manner with additional notes and definitions of terms for a comfortable learning experience The New Receptionist covers the following areas Writing a professional CV and covering letterInterview tipsThe daily duties of most receptionists Receiving and working with guestsPetty cash controlCourier servicesArranging travel for the purpose of businessWorking with time zonesAnswering the phones transferring calls and taking messagesTelephone etiquette and dealing with angry callers Softphones and hardphones Business correspondence including email letters memorandums meeting minutes and working with proofing toolsEditing PDF documentsA checklist for meetingsTerms used in a business environmentWho is who in the company structurePOPI the GDPR and the receptionistGeneral IT securityManaging your time work and career 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 A Textbook of Office Practice & Organization, Medical Receptionists and Secretaries Handbook Mari Robbins, 2006 The volume

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