

## HAVEN HIGH TECHNOLOGY COLLEGE

### RECEPTION PROTOCOL

#### SWITCHBOARD

*The front office is manned from 8.30am – 4.30pm daily. Any telephone calls prior to 8.30am and after 4.30pm are diverted to the Finance Manager to answer any queries*

- Answer the switchboard immediately, preferably within four rings. Good Morning/afternoon, Haven High Technology College. Speak clearly and not too quickly. Remember, you are communicating without the most important sense – sight.
- Keep a note pad and pen beside the telephone.

*Calls from parents to inform of sickness absence are noted and passed either by e mail or an absence slip to the Attendance Officer.*

*When a request is made to speak to a teaching member of staff, the timetable is looked at to ascertain if the member of staff is teaching. No calls are put through to the classroom if this is the case. A message is taken and e mailed.*

*Messages for the Executive Headteacher are put through to his Personal Assistant.*

*When calls from outside agencies (Police, Social Services) requesting details for students are received, a message is taken by the office staff. Any information is relayed by a return telephone call to ascertain authenticity. No information about staff or students are given over the telephone.*

*Enquiries from parents; the nature of the enquiry is recorded and passed on to the relevant member of staff. Depending on the nature of the enquiry, information is e mailed or in the case of an emergency taken by a member of the front office to the member of staff concerned.*

#### FACE TO FACE

- Always greet the patient with “Good Morning/afternoon ” or “hello” if you know them well enough.
- If you feel the situation is appropriate, please smile.
- If you cannot help someone immediately, acknowledge them and assure them that they will be assisted as soon as possible.
- If you feel it appropriate, please use the person’s name.

## GENERAL POINTS

Always:

- SMILE – but only when you consider it appropriate.
- Sound friendly and interested.
- Use the contact's name when appropriate.
- Be firm rather than aggressive.
- Express yourself simply; do not use jargon unless you are sure the other person will understand.
- Take precise messages in writing, checking back important details such as telephone numbers, addresses. **Always** read back a telephone number. Note the time the message was taken.
- If you are stood next to a ringing telephone, please answer it, if only to take a message or to ask the person to hold until someone can help them.
- As receptionists, you are the College's Ambassadors and provide the initial impression and the last impression that people take with them.
- So RELAX, SMILE when you can, and prove we are the BEST.

*The reception area is locked off from the main foyer. Access is by key fob or door release in the front office. All visitors sign in and out on their departure.*

Reviewed by Administration Manager May 2009