

Goals

To educate the new receptionists about their job description and responsibilities, as well as increase their knowledge of SRC policies and programs, thus making them more confident in performing their duties.

Objectives

By the end of the program, receptionists should be able to confidently perform their day-to-day duties, answer common questions asked by patrons and identify fellow employees.

Schedule

11 a.m. – Carrie, Liz and all new receptionists will meet in the lobby of the SRC. There, the receptionists will be given the revised receptionist manual, and Carrie and Liz will go over the basic job description in the manual. The new receptionists will then be asked to introduce themselves to the group, stating their name, year in school, hometown and current residence.

11:10 a.m. – Carrie and Liz will go over give the receptionists the “Receptionist Basics” handout (a list of the receptionists’ duties, skills and expectations, as well as SRC policies) and go over it with them behind the front desk. The new employees will then be allowed to ask questions.

11:25 a.m. – Split the receptionists up into three groups and play Jeopardy in the Conference Room.

11:45 a.m. – Ask if there are any other questions, then have everyone name two of their fellow receptionists.

11:50 a.m. – END

Method

Half of the program is spent in lecture and half is spent playing Jeopardy.

Materials and Aids

“Receptionist Basics” Sheet

Receptionist Manual

Jeopardy game board (big poster board, construction paper, markers, note cards)

Prizes

Baskets for prizes

Dry erase board (to keep score when playing Jeopardy)

Content

“Receptionist Basics” Sheet (attached)

Questions and scenarios for Jeopardy

Receptionist Basics

The Receptionists of the Student Recreation Center are responsible for the supervision and maintenance of the front entrances and front desk of the SRC, as well as all customer service inquiries.

Knowledge

- Hours of operation
- Entrance Policies: Must have a valid OneCard or Gym/Pool Privledge Card
 - if active patron has forgotten OneCard, they are allowed one free pass
 - enter name and PID in computer, then enter PID into scanner
- Guest Policies: forms in bottom drawer, \$5, put money in register and form in green notebook
- Program offerings: descriptions, class times, participant limits
 - Cycling: Sign up in cycle book no more than one day beforehand
- Campus Recreation/Intramural Offices located in Woolen 203
- Rental of locks, towels, weight belts, gloves, wrist straps, jump ropes and yoga mats
 - location of these items
- Fetzer: Offerings (raquetball, etc.), hours of operation, showers/locker rooms
- **TURNSTILE POLICY** – must have OneCard to reenter, may leave another form of ID for a lock or towel, may not take SRC locks into Fetzer
- Running Outside: Patrons may get their hand stamped with the date stamp if they desire to run outside and then return
- Lost and Found located in bottom drawer

- Lost OneCards in top right drawer of the lock/towel window
- Making announcements: policy enforcement, closing times
- Courtesy phones located across from downstairs bathrooms
- Do SACS count at the end of each shift and record in Important Book
- Direct difficult patron concerns to the Center Manager
- Pick up paychecks in Woolen 203

Remember:

- Always be very attentive and alert to what is going on around you
- Keep an eye on the towels/towel bag
- Be 10 minutes early for your shift
- Keep front desk neat and tidy
- Check with the Center Manager before eating or drinking

DO NOT:

- Make personal calls while at work
- Linger in the staff room before your shift
- Do homework while at work

Chain of Command:

1. Report to Center Manager
2. Report to Lauren and Reggie

Receptionist Orientation and Training

August 25, 2003

Written by: Carrie Childress and Liz Weekly

