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1. 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.

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This article includes 8 free templates created specifically for front desk training, hiring, and managing. They're written with consistent tone and voice in everyday English, and they're formatted consistently to look and feel like a family of documents.

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reed.co.uk has free Receptionist courses available for students. These free courses are a great way to explore a subject you're interested in without a financial commitment, and will enable you to further understand how you would like to study.

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Front Office/Receptionist Training & Learning Guide Front Office Fundamentals First impressions form opinions, get the most from your receptionist and front office personnel and convert a "cost center" into a income producing "profit center" for your Practice. Phone: 954.525.4273 Fax: 954.358.2860 www.empiremedicaltraining.com 2720 E. Oakland Park Blvd. Suite #102 Ft. Lauderdale, FL ...

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TRINI: CLIENT EXPERIENCE AND EXCELLENCE 1 OVERVIEW This training manual will provide you with the tools to be successful in your position as Front Desk Coordinator. It is expected that you carry it with you during the 7-day official training period and study its respective training content twice a day while off-shift. It may serve as an instrument of reference once training is completed. This ...

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