

Training for Guest Services

+ Phone Training

- What to say when answering
- Extension list
- Staff list and job descriptions
- Placing a call on hold
- Transferring a call

+ Cleaning Waiting Rooms

- Periodically straighten chairs, books and magazines
- Wipe down door handles and flat surfaces with Clorox wipes

+ Cleaning Guest Services Area

- Wipe down counters, phones, keyboards, mice, door handles and handicapped buttons

+ Information Book Overview

- Program Information
- Clinic Information
- Brochures
- Black box information
 - Applications for program
 - Mammogram Information
 - Volunteer time sheets

+ Daily Expectations

- Greet everyone!
- Enjoy your time at Doctors Care, let us know how we can help