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Receptionist manual template

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Add Additional Skill

Add Additional Qualifications

3. Displays professional and customer focus when performing tasks.

4. Displays strong organizational skills when supply management.

5. Displays excellent interpersonal skills.

6. Displays excellent problem-solving skills.

7. Displays the ability to work under pressure.

8. **[Specify Additional Skills here]**

C. Qualifications

1. Must have a high school diploma, GED certification, or anything that is equivalent.

2. Must have at least 2 years of working experience as a receptionist.

3. Must have experience in utilizing Microsoft Office software tools.

4. **[Specify Additional Qualifications here]**

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Purpose of An Employee Handbook

Whether you have 2 employees or 20,000 employees, staff members need to know and understand the expectations of the organization/church and the culture/policies/procedures they are expected to follow. An employee handbook should not only set the expectations but also outline the organization/church philosophy as it relates to its people practices. An organization/church should stay current on local/state employment laws in order to be compliant and ensure employees are aware of their total rewards package.

Developing an Employee Handbook

As an organization/church prepares to develop an employee handbook, they should determine what kind of environment it wants to create as it relates to total rewards. Total rewards consist of compensation, benefits, and work environment. Employers should evaluate and determine its philosophy as it relates to these elements. Generally, employees are looking for an environment that will provide a competitive salary and benefit package as well as meaningful work and opportunities for growth. Generally, the philosophy of Human Resource policies and an organization's people practices should "walk the talk" of the employer.

Reviewing an Employee Handbook

Once an employee handbook has been developed it should be provided to every employee. Circulation can generally be done electronically (check your state's requirements). It is recommended to have each employee sign and date an acknowledgement form that they have received, read, and understand the policies within the employee handbook.

An employee handbook should have an effective or update date to reflect the most recent revision. Every time the handbook is updated the effective date should also be updated. It is recommended that the employee handbook be reviewed annually to ensure alignment with its current people practices, with the organization/church's goals, and legally compliant.

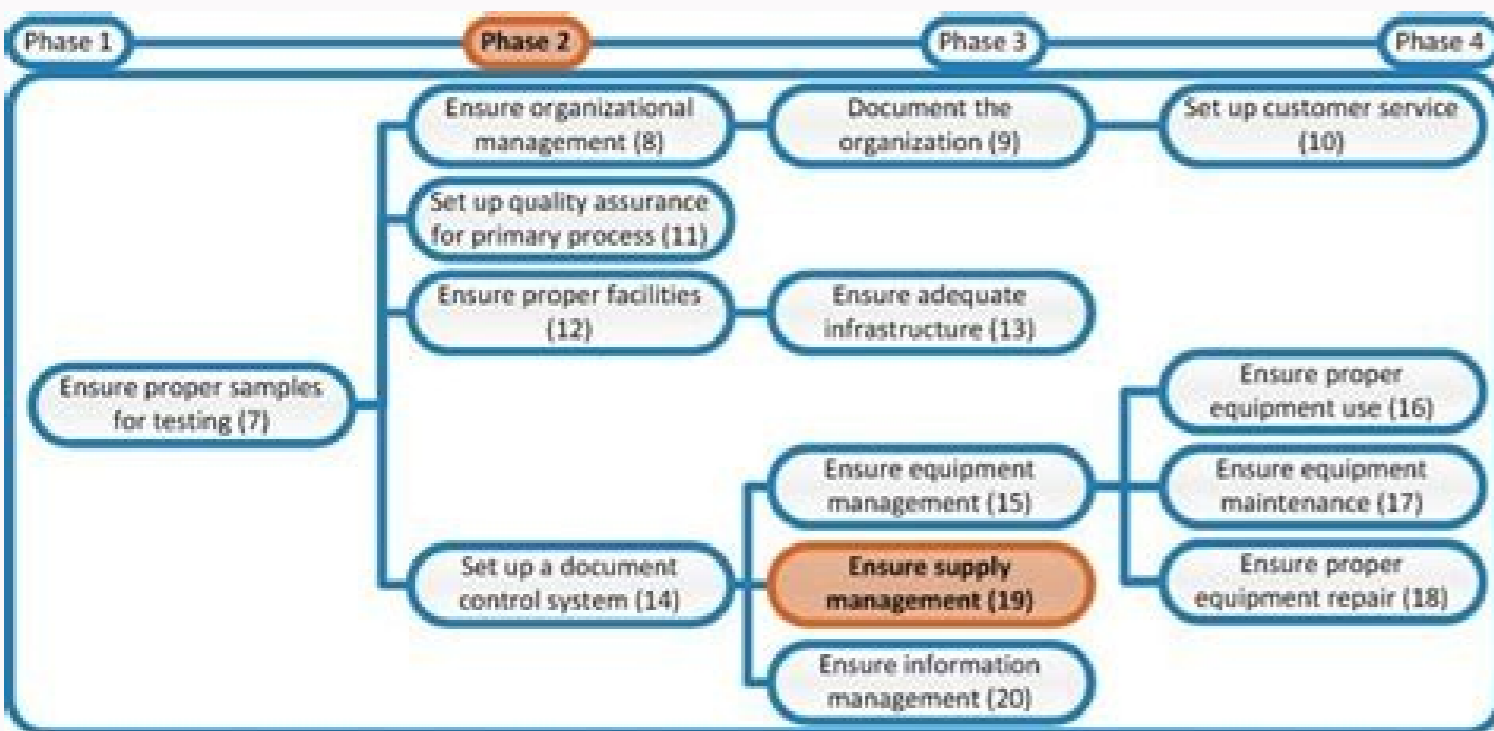
The following sample policies are meant to provide basic principles that the leadership within an organization/church would want to expand upon/personalize to their employment environment. It is recommended that a local employment attorney be consulted to review your policies to ensure compliance within your city/state. The highlighted sections throughout the sample handbook reflect common policies that vary by state.

Front Desk Manual

2014



Stay with people who care.™



ALCOT MCCOY

14 Tottenham Court Road, London, England W1T 1JY T: 07956 654 323 | example-email@example.com

PROFESSIONAL PROFILE

Talented Brand Manager able to take products and services to new professional and successful levels by developing consumer-driven and effective brands that improve the business bottom line and propel company offerings to the top. Comprehensive background in both product and service marketing with strengths in team leadership, communication, and project management.

HIGHLIGHTS

- Excellent instincts
- Research-based decisions
- Meticulous reviewer
- Independent thinker
- Creative
- Collaborative team player
- Persuasive communicator
- Motivational leader
- Process improvements
- Account management

EXPERIENCE

- 06/2011 to Current** Global Brand Manager
McDowell Manufacturing - London, England
- Research product offerings and competition to develop effective branding strategies.
 - Look at pricing options to optimise initial launch.
 - Oversee production of advertising copy and graphics to ensure total alignment with branding strategy and maximise effectiveness of media efforts.
 - Sign off on all creative pieces and continuously coordinate with directors.
 - Represent company at off-site advertising production locations.
- 08/2008 to 05/2011** Brand Manager
Lone Mountain Outdoor Equipment - London, England
- Managed new product and content releases.
 - Developed innovative product solutions grounded in clear understanding of customer needs.
 - Partnered with internal stakeholders to define marketing programme requirements.
 - Increased client revenue an average of 20% through brand optimization and improvements.
 - Evaluated return-on-investment and profit-loss projections.
- 09/2005 to 07/2008** Assistant Brand Manager
Ginny's Clothing - New Cityland, CA
- Compiled comprehensive lists describing product and service offerings.
 - Analysed performance of all marketing programmes to identify the best opportunities for optimization.
 - Completed strategic competitive analysis by assessing strengths and weaknesses of competitors.
 - Promoted brand awareness through SEO optimization and attractive web design.
 - Prepared detailed marketing forecasts on a daily, weekly and quarterly basis.
- 2005** Bachelor of Arts: Business Administration and Marketing
Middlesex University - London England

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