Standard Operating Procedure for Reception

An SOP of Reception room is prepared to guide line the procedure for its operation in befitting manner. It includes receiving of guests, endorsing his credentials in record register/computer, informing the concerned department about their guests and directing the couriers to mailing staff for further handling.

Main Tasks

- Receiving of guest at reception.
- Recording of guest details in register and computer.
- Issuance of Visiting cards and ensuring its return by guest on departure.
- Attending Telephone calls.
- Attending couriers and directing them to mailing staff.
- Maintain Telephone log book.
- Handle Fax machine.

Procedure of Handling Guest

- The guest will be received after security clearance by security staff at main entrance.
- Only one gate will be used by visitors for entrance in Campus.
- A person arriving at gate 2 will be politely requested to use gate 1 for entrance unless some government official or VIP is arrived who will be taken along to gate 2 by security staff for dealing them as per SOP.
- The guest will be received with pleasant manner and requested to introduce himself along with the purpose of his/her visit.
- The proper record of guest's credentials like Govt. ID No., time of arrival, purpose of visit, to whom he wants to meet and from which department or place he belongs.
- The guest will be requested to sign against his entry in register.
- After recording the details, guest will be offered to sit at waiting room and in the meantime concerned department or person will be informed to whom he wants to meet.
- The guest will be guided to the office of concerned person if he allows to meet him at his office otherwise host will come himself to meet him at reception area.
- Any person, courier or guest from government department will be treated at priority and concerned department will be informed immediately.
- The guests with prior information will be received with due protocol and directed to concerned department /person as per orders received accordingly.
- The guest will be issued a visiting card who will enter in premises of campus by keeping his ID Proof and same will be returned on his departure from campus along with recording his time of departure.

- Visitor will be requested to display visitor card and wear it while moving within Campus area.
- The visitor will be directed to park their car /bikes at parking area if allowed inside with due permission as per security SOP.

Procedure of Attending Telephone Calls

- Answer the phone call within 3 rings.
- Answer every call with the appropriate greeting such as "Namaste PSSEMR School & College", May I help you?
- Request caller with courteously to hold when multiple lines are ringing.
- Do not leave a caller on hold for longer than 1 minute without updating the call on the status of their call. For example, "Thank you for holding. The line is still busy. Would you like to continue holding or may I take a message**?"**

Meetings at Reception

- The arrangement will be made for tea/coffee for guest at reception if meeting is scheduled by host department/person.
- The matter of meeting must be shared with concerned department and same be recorded in register.
- Privacy will be ensured for meeting at reception /waiting area.

Mail Sorting

- Mail will be received / handled by receptionist in absence of mailing staff which will be discouraged at minimum and occasionally.
- The record of mail will be shared and handed over to mailing staff on their arrival.
- The proper record of mail will be handed over to mailing staff along with detail of courier.

Recording of Telephone Log

- The messages will be recorded in telephone log book.
- The messages will be immediately conveyed to concerned person for necessary action.
- The name of person will be entered in log book to whom message shared and get signature on log book.
- The log book will be shown to office manager /In-charge on a daily basis.

Telephone Log for the receptionist

Date:

Sl No	Caller Name/company	mobile	time	email	Name of the person/department to be contacted	In case call not answered, message to be taken	Signature of the person to who the message was delivered

Mail Sorting/Postage Register at Reception/Security Desk

Sl No	Date & time of receiving	Name of the person to who courier is sent	Courier company	Name and mobile of agent	Where from	Receipt/ invoice no	Date and time delivered	Signature of the receiver

Lost and Found log reception

date	Item found	Time found	Location	Found by	Item received by	ID card of the receiver	Signature of the receiver