

## Volunteer Receptionist Role

*The Tiny Lions Receptionist role is a wonderful way to be involved in direct customer service at the café. Volunteers in this role are the welcoming face for all customers who enter the café and help to apply HSHV's customer service principles for all guests. Tiny Lions is a place where we welcome a very diverse group of customers and our goal is to ensure that all who visit have a safe, welcoming and enjoyable experience.*

*Below you will find a shortened version of the responsibilities of volunteers in this role.*

### Welcoming Guests

- Welcome guests as they enter the café.
  - Be mindful of the door and cats who may be close by. If they are holding the door open, you can say something like “come on in” or can get up to move closer to the door to watch for kitties. Customers may not be aware of kitties close to the door, so please give gentle reminders if needed.
  - Ask if they have been to Tiny Lions before.
    - If no, share that Tiny Lions is part of the Humane Society of Huron Valley
- Begin check in process, along with staff member.
  - Review café guidelines and rules.
    - Share children's rules handout if needed
  - Share the following information:
    - The names of the cats are on their collars
    - The information on the Available Cats Board
    - Location of toys and wands
    - Location of restroom, cubby shelf and snack/coffee bar information (\$1 donation for each item)
- If a guest is interested in adopting, let them know that they can get settled and look around and that someone will check in with them in a bit. Ensure a staff member or customer care volunteer knows that there is an interested adopter for them to check in with.
- Staff will handle any monetary transactions, retail purchases, and any computer or tablet entries. Staff will also be the primary person for entering data on the spreadsheets, but if needed, volunteers can assist with entering reservations on the Daily Guest Sheet and Manual Reservations Sheet, if comfortable.

## Phones

- If a staff member is not directly at the desk, please allow the phone to ring 3 times. If the staff member is not able to answer the phone after 3 rings, please pick up the phone and say, "Thank you for calling Tiny Lions, can you please hold?" Please place the caller on hold by pressing "hold" on the phone and hanging up the receiver. A staff member will soon be over to take that call.
- If the staff member determines that the call is to make a reservation, they will hand the phone back to the receptionist to complete the reservation.

## Pagers

- Receptionist volunteers should monitor the spreadsheet and ring pagers when their party's time is up (see End Time column on the spreadsheet). To ring the pager, push the number of the pager and the bell button.
- When the party brings their pager up, please put it back in the pager station.

## Exiting Customers

- Please be sure to smile and thank guests for coming. You can always ask if they enjoyed their time, etc.
- Be careful to watch the door for cats who may squeeze through the open door.

## Capacity Limits

- Tiny Lions staff will determine when the café is at capacity and can no longer admit walk in customers. You can find the day's capacity number at the top of the Daily Guest Sheet.
- Guests who call or come in when the café is at capacity can be booked for a later time, if available. Volunteers are able to assist with this, if they are comfortable doing so.

## Retail

- Receptionist volunteers are welcome to assist customers with any product questions or to assist in looking over a product to see if a price tag can be located. All transactions will be handled by a staff member

## Extra Time

- In the receptionist binder at the front desk, there is a list of additional tasks that can be completed if there is a slower period of time during a shift