

TINY LIONS RECEPTIONIST TRAINING

Tiny Lions Receptionists

Enjoy providing
great customer
service

Cat (& People)
People 😊



The Receptionist Assignment

Welcome guests

- Volunteers are the welcoming face to the café

Behind the Desk

- Answering the Front Desk Phone/Answering Questions
- Review Café Guidelines
- Café Overview (explain the different areas)
- Assist with Reservations

Customer Service

- Assist with monitoring cat/human interactions
- Look out for loose cats

Welcoming Guests



Greeting Customers

- Welcome guests to the café
 - Have they been here before? Do they have a reservation?
 - **Yes.** Check in through DailyGuestSheet
 - **No.** If we are at capacity. Politely turn away or schedule for another time. If not at capacity, would they like 30 min or 1 hour reservation?
 - Do they have young children with them?
 - Ask parents to keep close to children & help with rules



Greeting Customers-Cat House “Rules”

- No belly rubs
- Let sleeping cats sleep/hiding cats hide
- Let cats eat and use the litter box
- Soft voices; slow movements (no running)*
- Let cats be when running away/hiding*
- No picking up and walking around with kittens, lap visits are fine while sitting or in a chair*

* (these are additional rules to highlight for young children)



Greeting Customers-Café Basics

- **Café Set-Up Overview**
 - Restroom location (keep door closed)
 - Snack & Drink Bar (\$1.00 suggested donation)
 - Games
 - Cat toys & wands (use toys, not hands to interact/play)
- **About the Cats/Kittens**
 - Names on collars
 - Point out white board
 - Who is available to adopt



Other Guidelines for Receptionists

Understand the animal visitation & adoption process for Tiny Lions

Be familiar with how to buzz pagers

Keep electronic devices put away

Keep computer available for staff use

Remember to Smile! Welcome guests to the cafe



When There is “Down Time”

Check the Receptionist “To-Do” list (at the front desk) for Additional Tasks...

- Wipe down front desk
- Let staff know when items are low & pull expired products
- Dusting retail area

Personal Conversations should not Interfere with the assignment and should follow HSHV policies (avoiding polarizing topics like politics, etc). Keep voice levels low.

No use of cell phones or personal electronic devices

Loose Cats



Call for staff assistance immediately



Do not chase the cat



Watch to see where/he she goes



Keep the area safe (alert cars, etc.)

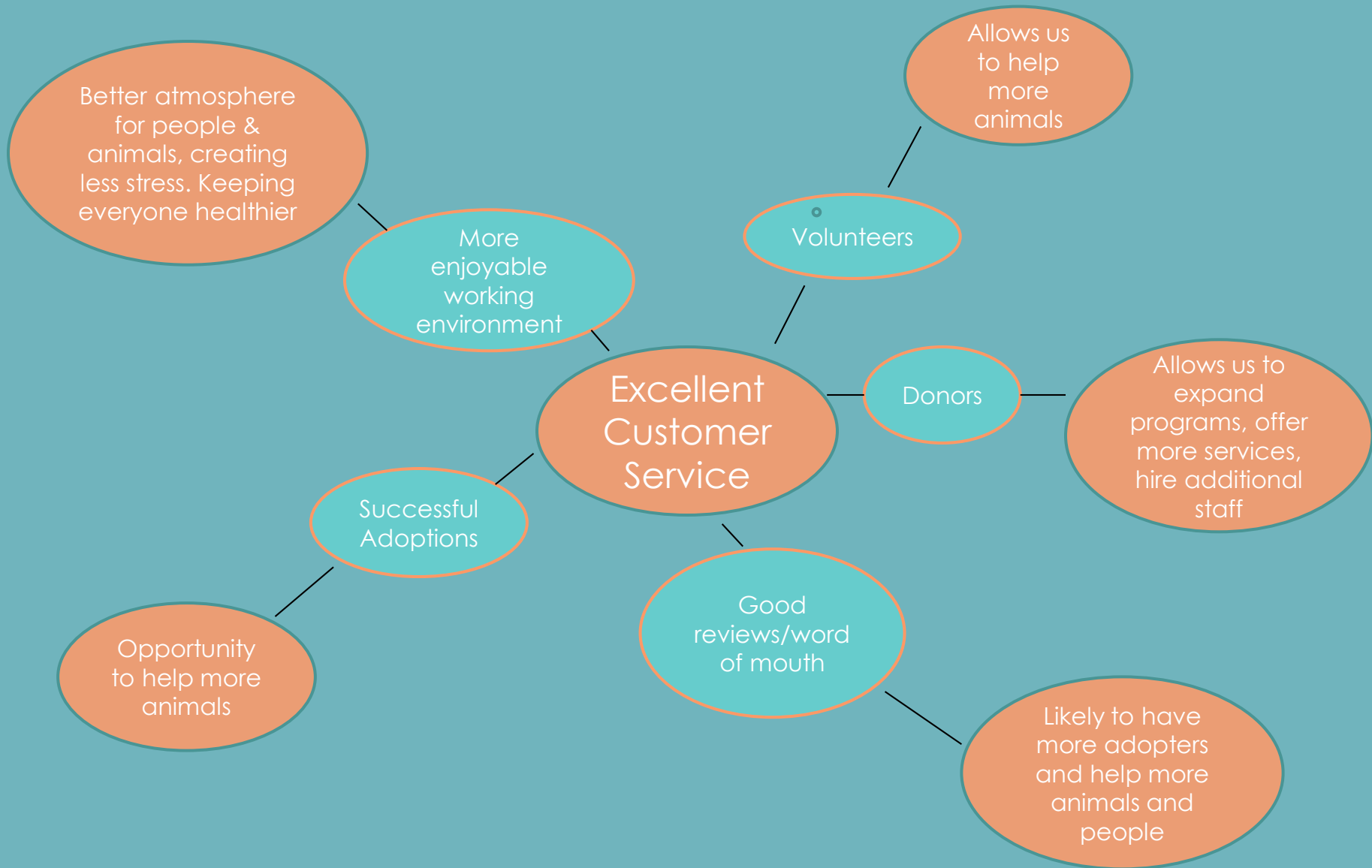
PROVIDING GREAT CUSTOMER SERVICE



**To best achieve our main mission,
supporting the loving care of all
animals in our community,
excellent customer service must be
intricately woven into all layers
and a goal we continually strive for.**

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Customer Service: The HSHV Way



Basic Needs for Everyone

WE ALL NEED TO:

1. Feel WELCOME—

acknowledged and warmly received

2. Feel IMPORTANT—

valued and significant

3. Feel COMFORTABLE—

physically and emotionally



1. 10/4 Rule. Make eye contact at 10 feet. Say hello at 4 feet!
2. Talk, listen, and identify needs.
3. Assist them– accurately, politely, and enthusiastically.
4. Have fun!
5. Help customers understand our systems.
6. Cultivate knowledge.
7. Know how to apologize and get the problem fixed.
8. Give more than expected– go the extra mile!
9. Get regular feedback.
10. Treat everyone well.



10 Principles of Great Customer Service

Non-Verbal Cues

- **Facial expressions**

- Are you smiling?

- **Eye contact**

- Make eye contact vs. looking away
- Avoid staring

- **Tone of voice**

- Not just words, but how you say them

- **Body language**

- Are you turned away or sitting forward towards the customer



Ending a Conversation

- Can provide shorter answers that wrap up the conversation
 - “That's how it goes.”
 - “Thank you for sharing. Let us know if we can help in any other way ”
- Set boundaries
 - “I have to get back to the desk for these other guests, but if you need anything else, come get me and I will find a staff member to help.”
 - “I can chat for about 5 more minutes but then I need to focus on my volunteer assignment”
- Summarize and explain
 - Summarize what they said back to them so they feel heard
 - Share that you have enjoyed talking to them and that you need to get back to your task at hand

Customer Service Recap

- ✓ Why Customer Service is Important
- ✓ 3 Basic Customer Needs
- ✓ Non-verbal Cues
- ✓ The Angry Customer
- ✓ Tips on How to End a Conversation
- ✓ 10 Principles of Great Customer Service



Questions?

A photograph of a sunset over a body of water. The sun is low on the horizon, creating a bright orange glow that reflects on the water's surface. The sky transitions from a deep orange near the horizon to a clear blue at the top. The water in the foreground is dark with small, rhythmic waves.

**“We can write our own
success story one customer
experience at a time.”**

-Tanya Hilgendorf

Front Desk Duties

Did they say I could
have a cat nap or cat
nip during training?



A Look Behind the Desk



Receptionist Binder.
Great for helpful tips,
call scripts, using the
phone, and misc
tasks for "down time"

Retail Tablet

Pagers

**Credit Card
Machine**

Main Computer.
Used for
reservations,
adoption
processing

Answering the Phone



Helpful Phone Tips

Answering a call

- Staff will be prioritizing phone calls, allow 3 rings & if you don't see staff coming over answer the phone and say...
- Thank you for calling Tiny Lions, can you please hold?

Holding a call

- Press the “hold” button.
- The line that is being used will flash
- To remove from hold, press the line that is flashing

Reservations



Helping with Reservations

After a caller is placed on hold, staff will take the call
If the call is pertaining to a reservation, the phone will be handed to the volunteer receptionist.

Volunteer can then enter the information into the computer on the daily guest sheet

Walk-In guests (when at capacity)

Can offer an available time slot later in the day if available

Can enter on the daily guest sheet

Reservation Steps

Same Day Reservation Steps:

- On the Daily Guest Sheet, select the tab “Reservations”, ask and enter their information , time, # of guests, name, interested in adoption?, and phone number - ensure not going over capacity with other reservations

Different Day Reservation Steps:

- On the Manual Reservations Sheet, ask and enter desired date, time, # of guests, name, interested in adoption?, and phone number - ensure no rentals, other blocked off times, or other reservations for capacity limits

Repeat reservation day, time; and # of guests and say “Thank you, see you soon”.

Pagers



Pagers

To “buzz” a pager-
press the number then
the bell.

Pager numbers for
each guest are listed
on Daily Guest Sheet



Retail Support



How Volunteers Can Help



**Encourage
sale of
merchandise**

**Check supply
stock of coffee
bar/snacks (check
expiration dates)**

**If time allows,
you can “tidy”
up the area**

**Remember, Staff handle ALL
transactions at the café.**

Let's Practice



Some Sample Scenarios

- A visitor arrives with her 3 year old child, go through the process of welcoming them to café.
- Staff takes the phone and the caller is wanting to make a reservation, go through the steps of making a reservation.
- You notice a visitor picking up and walking around with a kitten, how might you handle this situation?
- An adult couple come in for their reservation, through the process of welcoming them to the café.
- A mom with 2 children arrive for their reservation. They have been to the café multiple times. Go through through their initial greeting.
- You notice a cat meowing and squirming while a guest is holding them. What might you say?

Next Steps



After Training...

- You will receive a welcome email from VIC
- Start signing up for shifts
- Use the Receptionist Binder as a resource
 - Use as a guide for helpful tips/café rules
 - Additional Tasks during slow times
 - Located at Front Desk
- Ask Questions
- Smile and Have Fun!

Thank You!!