

RECEPTION OPERATIONS  
MANAGEMENT



WITH THIS MANUAL  
YOU WILL:

- Learn how to hire **well-qualified receptionists**
- Embrace **the communication skills** of your receptionist
- Qualify your receptionists to **identify upselling and cross-selling opportunities** during the sales process at the front desk
- Acknowledge that **reception management has an enormous impact** on the overall smooth workflow and efficiency
- Empower your receptionists **in unpredictable and unpleasant situations**
- Enhance the **customer satisfaction** and racing experience

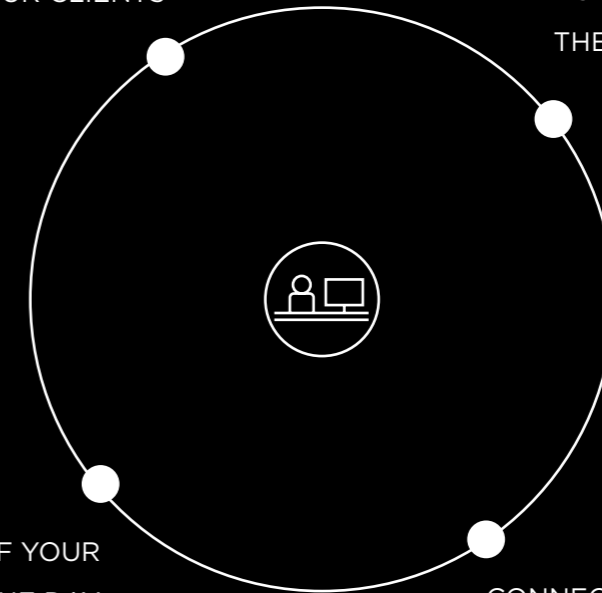
## THE RECEPTIONISTS ARE A POINT OF CONTACT FOR YOUR SUCCESSFUL BUSINESS

THEY HANDLE THE RELATIONSHIPS  
WITH YOUR CLIENTS

SOMETIMES THEY FUNCTIONS  
AS REPLACEMENT FOR  
THE MANAGEMENT

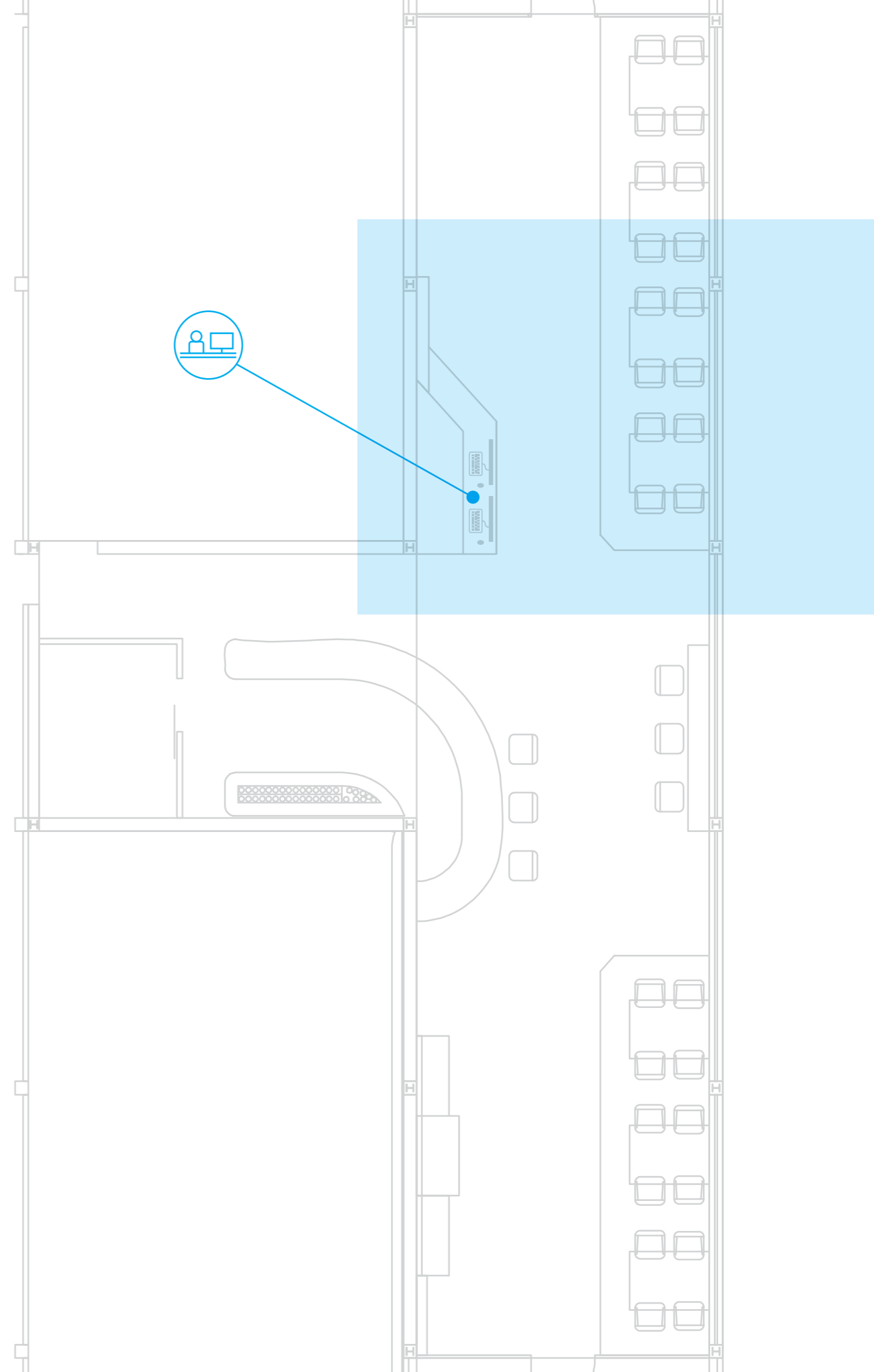
KEY GENERATORS OF YOUR  
SUCCESS AT THE END OF THE DAY

CONNECTION WITH THE TRACK  
MARSHAL TEAM



RECEPTION OPERATIONS MANAGEMENT  
CONTENTS EXTRACT

1. RECEPTIONIST JOB DESCRIPTION
2. GENERAL EQUIPMENT FOR THE RECEPTION AREA
3. RECEPTIONIST'S COMMUNICATION SKILLS
4. UPSELLING AND CROSS-SELLING DURING THE SALES PROCESS AT THE FRONT DESK
5. IMPORTANCE OF RECEPTION MANAGEMENT FOR SMOOTH WORKFLOW
6. DAILY TASKS BEFORE OPENING AND CHECKLIST TEMPLATE
7. PERIODICAL TASKS AND CHECKLIST TEMPLATE
8. COMMUNICATION PROCESS WITH TRACK MARSHAL
9. DRIVERS' BRIEFING PROCESS
10. MANAGING TECHNICAL DIFFICULTIES
11. MANAGING SPECIAL SITUATIONS (UNSATISFIED CLIENTS, CRISIS SITUATIONS, EMERGENCIES, SEVERE ACCIDENTS, ETC.)
12. PERFORMANCE REPORTING TO MANAGEMENT
  - Performance measurement at the end of every shift rotation
  - Information flow between customers and management
  - Maintaining high level of performance and professionalism



Reception is the first point of contact with your clients.

You'll never have a second chance to create a good first impression.



**Get on Track with Us.**

DRIVERS BRIEFING PROGRAM

TRACK MARSHAL TRAINING

RENTAL KARTING MANAGEMENT

**RECEPTION OPERATIONS MANAGEMENT**

BEST MARKETING PRACTICES IN KARTING

RACING PROGRAM

KARTING SCHOOL FOR KIDS



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