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 up-selling 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 FUNCTION AS REPLACEMENT FOR THE MANAGEMENT

KEY GENERATORS OF YOUR SUCCESS AT THE END OF THE DAY

CONNECTION WITH THE TRACK MARSHAL TEAM
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.