

Receptionist Program Foundations

- Training Basics

- Receptionist Kill Shots

- Manager Kill Shots

- Available Resources

- Live Recordings
- 'Office Hours'

- My Divisional Standards:

Call type	Qualified	Scheduled	Show	Same Day Schedule	Same Day Show
Incoming	_____	_____	_____	_____	_____
I-App	_____	_____	_____	_____	_____
PR	_____	_____	_____	_____	_____

Extras:

- Applicant Cycle Breakdown. My most recent receptionist hiring experience broke down like this:

Advertising:

1 ad posted to craigslist for 1 week. The ad was flagged multiple times. It stuck after the 8th attempt.

Phone Screen:

46 messages to our voicemail asking about the job

2 messages asking if they could help staff our jobs for us. (No thanks, I've decided to be a great recruiter.)

1 wrong number

49 total messages

12 quality phone messages called back (25%)

8 responses to our call (66%)

7 scheduled for interview (88%)

Interview:

5 show to interview 2 days later (71%)

3 potential receptionists to accept (60%)

1 accepted to fill the 1 open spot in our office. She's still here and she is a certified phone ninja.

- Cost effective phone line setup
 - <http://bit.ly/vectorphonesetup>
- Attendance Policy

RAs are allowed to miss work 3 ways.

 1. Pre-arrangement with the manager before the monthly schedule is printed. These requests are not guaranteed and some blackout days apply.
 - a. Office Blackout Months are _____.
 2. An appointment with a doctor. RAs are expected to call _____ minutes prior to their shift to notify their manager of the appointment and present a doctor's note upon return.
 3. Use points. RAs have 5 points they may use during a vectorlive calendar month. A tardy costs 1 point, and absences cost 4 points. If the RA exceeds 5 points, they will be subject to the discipline steps listed below.
- Discipline Policy
 - a. 1st offense – write up
 - b. 2nd offense – suspension
 - c. 3rd offense – termination

Recruiting Assistant Letter of Recommendation

Example:

March 7, 2012

Hiring Manager
Grand Valley State University
1 Campus Drive
Allendale, MI 49401

To Whom It May Concern:

This letter is a response to the Reference Request Form for _____. I have worked with _____ as his/her direct manager since May 2009. I recommend him/her without hesitation. Please allow me to provide a few details to support my recommendation. _____'s position in our office handles applicant phone calls. Many of the applicants have little experience with our company creating a need for an excellent first impression. _____ has filled that need in every way.

His/Her position requires recruiting skills, excellent speaking ability, attitude mastery, confidence and strong work ethic. _____ currently ranks in the _____ percentile compared to thousands of Recruiting Assistants. A majority of our clients and applicants see their first impression of our company from _____. Many of the questions that arise require _____ to think on his/her feet and solve urgent problems on his/her own. He/She has exceeded these requirements in an exemplary fashion.

In closing, please feel free to contact me to answer any other questions you might have regarding _____'s performance.

Sincerely,

District/Branch Manager

jc

Resume Bullets:

- _____ Percentile Corporate Rank, compared to thousands of Recruiting Assistants
- Phone communication mastery
- Established record of exemplary work ethic
- Ability to take action in times of adversity
- Diagnose and solve urgent problems under pressure
- Well versed in consistent corporate communication
- Required to make decisions on the spot and support the decision with confidence

• **Write Up Form**

Name: _____

DATE: _____

WRITTEN WARNING _____

1. STATEMENT OF PROBLEM: Attendance ____ Low Variable ____ Website Misuse ____ Not Following Phone Approach ____

Other: _____

2. PRIOR DISCUSSION OR WARNINGS ON THIS SUBJECT WHETHER WRITTEN OR VERBAL: _____

3. COMPANY POLICY ON THIS SUBJECT: _____

4. SUMMARY OF CORRECTIVE ACTION TO BE TAKEN BY THE CALL CENTER AND/OR EMPLOYEE _____

5. CONSEQUENCES OF FAILURE TO IMPROVE PERFORMANCE OR CORRECT BEHAVIOR _____

6. EMPLOYEE STATEMENT _____

EMPLOYEE SIGNATURE _____

DATE _____

MANAGER APPROVAL _____

DATE _____

FINAL WARNING _____

2. PRIOR DISCUSSION OR WARNINGS ON THIS SUBJECT WHETHER WRITTEN OR VERBAL: _____

3. COMPANY POLICY ON THIS SUBJECT: _____

4. SUMMARY OF CORRECTIVE ACTION TO BE TAKEN BY THE CALL CENTER AND/OR EMPLOYEE _____

5. CONSEQUENCES OF FAILURE TO IMPROVE PERFORMANCE OR CORRECT BEHAVIOR _____

6. EMPLOYEE STATEMENT _____

EMPLOYEE SIGNATURE _____

DATE _____

MANAGER APPROVAL _____

DATE _____

TERMINATION _____

1. PRIOR DISCUSSION OR WARNINGS ON THIS SUBJECT WHETHER WRITTEN OR VERBAL: _____

2. COMPANY POLICY ON THIS SUBJECT: _____

3. EMPLOYEE STATEMENT _____

EMPLOYEE SIGNATURE _____

DATE _____

MANAGER APPROVAL _____

DATE _____