FRONT OFFICE PROCEDURES

**Purpose:** The Department of Recreational Sports strives to provide the highest level of customer service to its patrons. Great customer service is the foundation of the department’s success. Therefore, it is imperative that all staff members are committed to providing exemplary customer service.

**Scope:** This policy applies to the Membership Services staff who work as either a membership specialist or reservation assistant.

**Policies:**

I. **WORK PLACE STANDARDS**
   a. All reading and homework is prohibited while working.
   b. No food or drink is allowed at workstations. Food can be consumed during breaks out of patron view and in proper eating areas such as the break room. Drinks in closed containers are allowed at workstations as long as they are kept in an inconspicuous place.
   c. Personal headphones and/or ear buds are not allowed while working.
   d. Personal conversations must be kept to a minimum, PG rated and non-discriminatory. Keep in mind that conversations may be overheard by anyone. Be respectful of others around you and those who may be on the phone by keeping the volume of your voice at a professional level.
   e. Cell phones and other personal electronic devices (i.e. iPads, laptops, etc) are not allowed while working.
   f. Breaks are not mandated by state or federal regulation but may be granted by your supervisor when appropriate.
   g. Specialists requesting a bathroom break must first count down their cash drawer and record the time/amount on the verification sheet. Donna or Melissa will then cover the desk and also count the drawer. Upon return the specialist will again count the drawer and record the time/amount on the verification sheet.

II. **TRAINING REQUIREMENTS**
   a. All Specialists must read FUSION Handbook located in the main office.
   b. All Specialist must complete PCI training with Donna.

III. **CUSTOMER SERVICE STANDARDS**
   a. Make eye contact when speaking to patrons
   b. Try to learn patrons’ names
   c. When assisting patrons ask “How may I assist you?”
   d. Always give correct information – if you don’t know, ask a professional staff
   e. Exceed patrons’ expectations.
   f. Phone etiquette: “Rec Sports. This is (name), how may I assist you?”
   g. If they ask to speak with a pro staff or business services staff member, ask them for their name.

i. To Transfer Calls:

Recreational Sports Member Services Handbook
Revised: July 2017
1. Press “Transfer” and type in the staff member’s number.
2. When the staff member answers, give them the patron’s information and ask them if they would like to take the call.
3. If they say yes, press “transfer” again and hang up. It should say “Transfer Completed”
4. If they say no, take a message from the patron (or transfer to voicemail at pro staff member’s request)
5. If the staff member does not answer, ask the patron if they would like to leave a message or be transferred to the staff member’s voicemail. (Transferring to voicemail would be the same steps as above, just don’t wait for the staff member to answer)

ii. Or to take a message:
   1. Write down complete name, phone number and business or department the person is calling from.
   2. If possible give to Wynell/Melissa to be emailed to staff member. If neither are available put the message in the staff member’s box or on their office door.

IV. FILING
   a. Always file alphabetically by last name!
   b. Filing cabinet in the main office: all memberships (filed by Ongoing, 10/10 Payroll, 10/12 Grandfathered Payroll, Lump Sum, Student, and Alumni)
   c. Filing Cabinet in the workroom:
      i. Outdoor trips (filed by trip type and date)
      ii. Competitive Sports – (Unlimited Play Pass, SEFFOW, Regionals)
      iii. Climbing Wall/Belay Clinics (filed by date of clinic)
      iv. Fitness passes (separated by pass type for the All-Access schedule or separated by class and time for Instructional Classes)
      v. Safety Classes (filed by class type then by date)
      vi. Swim Lessons (filed by type—Private, Semi Private, LTS—then by date)
      vii. Personal Training (filed by # of sessions purchased)
      viii. Lockers (filed by type—Payroll, Lump Sum, Student, Alumni)
      ix. **Filing Notes:** Class Change forms: File in the folder for the new class/time that the person switched to

V. FORMS/PACKAGES WE CAN ACCEPT
   a. Student Travel Reimbursement Form and Club Sports Spending Request:
      i. Give to Melissa, if she’s here. Otherwise, check to make sure the traveler’s signature and the club president/treasurer’s signature at the bottom are both signed and accept the form to give to Melissa when she returns or put it on her desk

   b. Facility Reservation Form

*Recreational Sports Member Services Handbook*
*Revised: July 2017*
i. If Libby is in, run the form back to her and have her check it before the patron leaves.
ii. If Libby is out, ensure the form is signed and put it in Libby’s mailbox.
iii. *If the person is trying to make a payment, check with Libby or Tina (if they are not here, let Melissa/Donna know)
c. Direct Deposit Form
   i. We can only accept this if Mary or Tina is here to look at the form.
d. Packages:
   i. Packages should be signed by a pro staff or business services staff member if someone is available. If NO one is available (ex All staff meeting) then look for the name on the package and follow instructions below:
   ii. If the package has the name of a Rec Sports staff member on it or if it’s addressed to “201 Ramsey Rec Sports” or if it’s addressed to Swimming/Diving or Volleyball then we can accept it/sign for it. Put a note about the package on Wynell’s desk. If it is for someone in Kinesiology, we cannot sign for it. UPS/FedEx should know where Kinesiology is, if they don’t, direct them down the academic hallway.

VI. WHO TO CALL WITH ISSUES
   a. If Donna, Melissa, or Tina cannot answer your question or they are not around, refer to professional staff (phone list) and ask if they would be able to speak with the patron or take a message.
b. See frequently asked questions list in the main office.
c. Competitive Sports: Call people in this order:
   i. Competitive Sports Office – 2-4106
   ii. Graduate Assistant Cave - 3-8033
   iii. Competitive Sports Pro Staff
      1. Elise – 2-3637
      2. Jason – 2-8081
      3. Mike – 2-7660
      4. If none of those are available, tell the person to email compsports@uga.edu