

## 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. The Administrative Specialist will then cover the desk and 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:
    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
    5. If the staff member does not answer, ask the patron if they would like to leave a message.
  - ii. Or to take a message:
    1. Write down complete name, phone number and business or department the person is calling from. If possible get a short description of the reason behind their call
    2. If possible, give to either the Admin Specialist or Donna to be emailed to staff member. If neither are available, put the message in the staff member’s box.

#### IV. FILING

- a. Always file alphabetically by last name!
- b. Filing cabinet in the main office: all memberships; Payroll, Lump Sum, Student, Olli and Alumni.
- c. Filing Cabinet in the workroom:
  - i. Outdoor trips
  - ii. Competitive Sports – (Unlimited Play Pass, SEFFOW, Regionals)
  - iii. Climbing Wall/Belay Clinics
  - iv. Fitness passes
  - v. Safety Classes
  - vi. Swim Lessons
  - vii. Personal Training
  - 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. Facility Reservation Form
  - i. Take payment and give to Tina. Make sure all signatures are on the forms being dropped off, if Libby is here she may want to look at them before the person leaves.
- b. 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. Send a Teams message to the staff member letting them know that they have a "package in the workroom" or put a note about the package on the Admin Specialist'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 the Administrative Specialist 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.