



# Set Up Reception for Success

## Space & Appearance

Focuses on the physical layout, cleanliness, and visual appeal of the reception area. First impressions are crucial.

### Reception Desk Height (inches)


### Waiting Area Seating Capacity

### Flooring Type

- ☐ Carpet
- ☐ Tile
- ☐ Wood
- ☐ Other

### Description of Décor Style

### Upload Reception Area Floor Plan

 Upload File

### Lighting Style

- ☐ Warm
- ☐ Cool
- ☐ Neutral

### Notes on visual merchandising / display of promotional material

Write something...

## Staffing & Training

Ensures the reception team is adequately staffed, trained, and prepared to handle guest interactions.

### Number of Reception Staff on Duty (Peak Hours)

Enter a number...

### Receptionist Role Specialization (e.g., Phone, Guest Services, Security)

- ☐ Phone Management
- ☐ Guest Services
- ☐ Security Monitoring
- ☐ Mail & Package Handling
- ☐ General Reception Duties

### Summary of Standard Greeting Script

Write something...

### Topics Covered in Receptionist Training (Check all that apply)

- ☐ Conflict Resolution
- ☐ Emergency Procedures
- ☐ Property Information
- ☐ Brand Standards
- ☐ Software/System Training
- ☐ Data Privacy & Security

### Last Refresher Training Date

Enter date...

### Method of Training Delivery

- ☐ In-Person
- ☐ Online Modules
- ☐ Shadowing
- ☐ Combination

### Notes on Handling Difficult Guests

Write something...

## Technology & Equipment

Covers the necessary technology and equipment for efficient reception operations.

### Number of Reception Desks

Enter a number...


### Phone System Type

- ☐ VoIP
- ☐ Traditional Landline
- ☐ Cloud-Based
- ☐ Mobile Phones Only

### Computer Operating System

- ☐ Windows
- ☐ macOS
- ☐ Linux

### Reception Software License Documents

 Upload File

### Number of Guest Wi-Fi Access Points

Enter a number...

### Software Configuration Notes

Write something...

### Date of Last System Backup

Enter date...

## Information & Resources

Focuses on readily available information, maps, brochures, and other resources for guests.


### Welcome Message/Script

Write something...

### Frequently Asked Questions (FAQs) Topics

- ☐ Directions & Parking
- ☐ Local Attractions
- ☐ Amenities
- ☐ Check-in/Check-out Procedures
- ☐ Wi-Fi Access

### Local Area Map (PDF)

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### Language Options Available (Printed Materials)

- ☐ English
- ☐ Spanish
- ☐ French
- ☐ German
- ☐ Other (Specify in LONG\_TEXT)

### Emergency Contact Information (printed)

Write something...

### Number of Printed Maps Available

Enter a number...

### Availability of Digital Brochure (QR Code/Tablet)

- ☐ Yes
- ☐ No

## Security & Safety

Addresses security protocols, emergency procedures, and safety measures in the reception area.

### Fire Extinguisher Inspection Date

Enter a number...

### Emergency Evacuation Drill Date

Enter date...

### Security Personnel Presence (Days/Times)

- ☐ Always
- ☐ Weekdays
- ☐ Evenings
- ☐ Weekends
- ☐ Specific Hours (Long Text)

### Emergency Contact List & Procedures (Location & Details)

Write something...

### First Aid Kit Availability & Inspection

- ☐ Present & Regularly Inspected
- ☐ Present, Inspection Needed
- ☐ Not Present

### Describe Guest Identification Protocol (e.g., ID checks)

Write something...

### Visible Security Cameras?

- ☐ Yes
- ☐ No

**Describe procedures for handling suspicious persons or activity.**

Write something...

## Branding & Ambiance

Ensures the reception area reflects the brand identity and creates a welcoming atmosphere.


**Background Music Volume (dB)**

Enter a number...

### Scent Profile

- ☐ Fresh & Clean
- ☐ Warm & Inviting
- ☐ Subtle & Neutral
- ☐ Seasonal (e.g., Cinnamon for Fall)

**Reception Area Photography (for branding consistency)**

 Upload File

**Welcome Statement/Quote (displayed prominently)**

Write something...



### Color Scheme Alignment

- ☐ Fully Aligned with Brand Guidelines
- ☐ Minor Variations Allowed
- ☐ Requires Review by Marketing

### Describe Brand Personality & How it's reflected in Reception

Write something...