



receptionist best practices

The most important person in the world is the one walking up to your desk or standing in front of you. Even if you are on the phone, look up and smile an acknowledgement to the people coming into the lobby.

No gum. Ever.

Greet each and every person warmly. Even if you are tired or busy, or have greeted 230 guests before this one, this is the only greeting your guest gets. Relax, smile, and welcome that person as the most important person in the world.

Choose your clothes and personal adornments as the face of the firm. You represent the entire firm each time someone new walks through the door. If you choose outdated or faded, that is the impression of the firm. If you choose professional, crisp clothes, you set your attorneys up to succeed.

Smile when you answer the phone. People can hear the smile.

Keep your desk immaculate. Keep any personal effects, such as purses or piles of paper out of sight. The less on your desk, the better.

No eating upfront. Take it to the break room.

No chatting with other staff about firm politics or people while there are guests in the lobby. Whispering the latest gossip while a guest is in the area does make an impression –and not a good one.

If a guest is waiting, consider making a polite amount of small talk. Ask if they found the firm easily, say something about the weather, or comment on traffic.

Ask each guest if they would like a beverage. Get it for them. Think of them as guests in your home.

If they are wearing coats, offer to take the coats and hang them up neatly.

Try to appear calm and relaxed no matter how harried the situation. You are the captain of the area and should appear in charge. Even if the phone is ringing off the hook and there are three people waiting, be calm, smile, and stay in charge.

Keep tabs on how long a guest has been waiting. Remind the host that their guest is still waiting if they have not appeared in ten minutes.

Take time throughout the day to replenish beverages and straighten up papers or magazines.

Keep a plentiful supply of firm publications stocked for guests to look at.

Never take care of personal grooming details in the reception area. Apply lipstick, comb your hair, and file your nails in the restroom.