

1.3 Business Operations Division Front Desk Procedures

Purpose

To ensure the 12th floor front desk, staffed by the Business Operations Division, maintains an updated manual of standard procedures available to all staff assigned to the front desk. This manual aids the staff in providing excellent customer service to 12th floor staff, employees from other bureaus, and visitors to the floor.

Use of the Front Desk Manual

The Business Operations Front Desk Manual includes information required to effectively complete daily tasks assigned to the front desk. The manual contains the following information that will aid front desk staff in serving the City employees and other customers.

- Procedures for maintaining 12th floor security
- Instructions on how to answer the telephone
- Instructions on how to transfer telephone calls
- Organizational chart for Office of Management and Finance
- A list of telephone numbers for all the 12th floor staff
- Directions and a map to conference rooms and 12th floor staff
- Instructions regarding conference room scheduling
- Copier and printer information
- Instructions for distributing the daily mail
- Instructions for receiving checks from other employees on behalf of 12th floor customers
- Courier service information

Maintaining the Front Desk Manual

The Business Operations Front Desk Manual is reviewed by the front desk staff and updated monthly to ensure procedures, staff telephone numbers, and the staff seating chart is current. It is the responsibility of the Administrative Supervisor to ensure that the Business Operations Front Desk Manual is maintained and updated monthly.

Date Created: November 1, 2013

Date of Last Revision: