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754 Erie side Avenue  Cleveland, Ohio 44114






MEMO

To: All employees
From: Micah Franklin
Date: February 13, 2008
Re: Customer Check-in

I would like to make sure we are all on the same page when it comes to customer check-in. This is a very important procedure, because it is our initial contact with most customers, and we want to make sure that the experience is a positive one. If you are working the front desk, please use the following steps when greeting all customers:

1. Ask the customer how you may help him or her.
2. If the customer has an appointment, check the name of the appointment list. Otherwise, enter the name on the waiting list.
3. Ask the customer to fill out the registration form.
4. Notify the appropriate employee that the customer has arrived.
5. Ask the customer to have a seat until he or she is called.

Of course, there may be situations when you must deviate from the above steps. Just remember the following points and everyone should be satisfied:

-  A customer in person has priority over a phone call.
-  Be cheerful.
-  Listen carefully to what the customer has to say.
-  The customer is always right.
-  When in doubt, call the manager.

I appreciate your cooperation with the customer check-in procedure. If you have any questions, please contact me.