

Rose-Hulman Institute of Technology FACILITIES OPERATIONS	Facilities Operations Administrative Standard Operating Procedures Manual SOP: Greeting Guests
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1.0 Purpose

- 1.1 Rose-Hulman Institute of Technology's Facilities Operations Administrative Unit has identified and established documented procedures for greeting guests to ensure all guests receive exceptional customer service.

2.0 Associated Documents

- 2.1 Completed Message Example

3.0 Procedure

- 3.1 Upon the entrance of a guest to the department the Facilities Operations Student Employee will make eye contact, acknowledge the guest and offer assistance, if possible. If the Student Employee is on the telephone or otherwise occupied, an attempt will be made to acknowledge the presence of the guest, make eye contact or other gesture, and offer assistance as soon as possible.
- 3.2 The Student Employee will initiate a conversation with the guest, identifying the purpose of their visit to the department and facilitate their request.
- 3.3 Keys to a successful interaction with the guest include offering a polite greeting, effectively questioning the guest, listening carefully and confirming the customer's request.
- 3.4 If the guest requests to speak with an individual that is not available the Student Employee will offer to take a message (see example) and forward it to the requested individual.
- 3.5 If the guest requests to speak with an individual that is in their office, or the building, the Student Employee will record the name and affiliation of the guest and proceed to locate the requested individual.
- 3.6 The Student Employee will announce the guest and request permission to escort the guest to the office of the requested individual or other predetermined location. The requested individual may elect to return to the reception area to escort the guest to their office or other location.