

# Receptionist



## Goal

To make the clients' experiences exceptional by providing fabulous service and supporting the therapists.



## Main support

Danielle (business owner)

## In my daily work, I...



- Greet and interact with clients and families
- Answer phone calls
- Make bookings for therapists
- Keep the clinic clean and tidy
- Take payments on the EFTPOS machine
- Send out invoices
- Answer email enquiries
- Perform other admin duties as needed



I'm doing a great job when...

- I am on top of inventory and order new supplies when needed
- All invoices and receipts are sent within 1 business day.
- I am learning more about our clients, their conditions, and the best ways to interact with them.