

LESSON NOTES 17

Year/Level: 9 Subjects: Office Technology

STRAND	OT 9.3 Office Administration
SUB-STRAND	OT 9.3.2 Customer Service
LEARNING OUTCOME	<ul style="list-style-type: none">• Explain who personal callers are.• Understand the importance of customers/visitors/clients.• Classify visitors to an organization in three categories

Personal and Telephone Callers

PERSONAL CALLERS (visitors, clients, customers, strangers)

These are people who come to the organisation in person.

Protocol receiving visitors

1. Receive and welcome visitors promptly pleasantly and courteously.
2. Put them at ease by giving them your individual attention.
3. Use their names frequently once you come to know their names.

Note: A good business, prioritises their clients and customers' needs whether it is through employee's attentiveness, product quality or a simple welcoming sign ("Welcome Visitors") or a genuine smile.

Why Visitors (Clients/Customers) are Important to an Organisation?

Clients/customers help in the running of an organisation hence they are important. They are the ones for whom an organisation is established so that they benefit organisation. On the other hand they are going to be the future ambassadors for the organisation.

Classification of Visitors to an Organisation

Visitors are classified into three categories:

1. Visitors with appointment (those expected)

These visitors have placed appointments with the receptionist/secretary a day or two in advance. They should be served promptly on their appointment time.

If previous appointment is taking longer, then assure the next visitor for quick service and maintain control.

Examples

- Customers/clients transacting business.

- Representatives from other business.
- Applicants of jobs.
- Visitors from different countries and cultures.

2. **Visitors without Appointment**

These visitors are usually regular business customers and have considered themselves served without an appointment.

Example:

- Courier making deliveries and collections, DHL, CDP
- Maintenance and service workers

3. **Complete strangers**

These are visitors who have been to the organisation for the first time. They will need a lot of assistance and information from the organisation.

Examples:

- People making enquires about products/services.
- Sales representatives from other organisations.
- People from charity organisations asking for donations

ACTIVITY

1. How are the customers welcomed in an office?

2. Friendly greeting includes welcoming visitors by saying 'good morning' or 'good afternoon'? Why is 'hello' or 'hi' not used to welcome visitors in this situation

3. List three categories of visitors to an office and give an example of each. In a paragraph discuss **five** criteria used for designing an office.

THE END ☺