

Receptionist Daily Checklist WNE Location Only

_____ / _____ 2016

Opening Receptionist _____ Time _____ - _____ Opening Assistant _____ Time _____ - _____
Closing Receptionist _____ Time _____ - _____ Closing Assistant _____ Time _____ - _____
Manager/Lead Schedule _____ - _____

Pre-Open (to be complete at least 5 minutes before posted opening time).

- Turn on radio.
- Fill out checklist page with date / schedules.
- Count cash to \$200.00 call Joy with any discrepancies over \$2.00.
- Put out mannequin.
- Make coffee, water, and hot water and make sure coffee area is clean and stocked with supplies.
- Review all station for cleanliness. Notify manager of any issues.
- Review assistant & receptionist checklists from previous day. Note all items that were not complete:

- Unlock doors 5 minutes before posted opening time.
- Pre-Open Completed by: _____

Daily (begin daily checklist as soon as the doors are unlocked).

- Check messages & return all calls.
 - Notify Manager and/or Joy if another receptionist or an assistant is late for their shift.
 - Greet every client, check them in, and tell them about our monthly sales and/or new products.
 - Tell stylists without delay when clients arrive.
 - Check waiting room at least every 5 minutes to be sure clients are not waiting too long. Address ALL issues.
 - Begin confirmation calls for next business day.
 - Continuously walk through the store – fill shelves, organize, clean, price, and straighten all displays.
 - Check coffee bar and drinks hourly for cleanliness and be sure it is always stocked.
 - Answer phones. When booking appointments always book by phone number.
 - Add ALL new call-ins or walk-ins to list AND computer.
 - Do not leave front desk unattended (have an assistant cover if necessary).
 - Review any open client or stylist issues you are working on with other receptionists as they arrive
 - Receive all orders & review for accuracy and damage. Notify manager and Joy with any discrepancies immediately. Add inventory to Iris. Price and display products. Discard packing materials without delay.
 - Review & complete assigned daily inventory.
 - Check out assistants who leave during your shift. Review their checklist with them and have them redo any incomplete items.
 - Close and balance register. Immediately put the deposit in the safe. Call Joy with all discrepancies over \$2.00.
- Daily Completed by: _____

Pre-Closing (to be complete at least 15 minutes before posted closing time).

- Make sure all confirmation calls are complete.
 - Check out closing assistant. Review their checklist with them and have them redo any incomplete items.
 - Review 84 report, check that all sales were ring up correctly (proper stylist is given credit).
 - Make sure all products are clean, stocked, full, fronted, and faced.
 - Clean retail room (all areas) and make sure it is 100% ready for the next day.
 - Make sure refrigerator is clean, stocked, full, fronted, and faced.
- Pre-Close Completed by: _____

Closing (to be started 5 minutes prior to posted closing time).

- Let all working stylists know you are about to close and assist with any final retail purchases.
 - Bring mannequin in.
 - Close and balance register. Immediately put the deposit in the safe. Call Joy with all discrepancies over \$2.00.
 - Lock the front door at the posted closing time.
 - Set alarm, turn lights off, and lock both front doors. If there are not stylists, set both alarms and turn all lights off & turn the radio off.
- Closing Completed by: _____

Manager Assigned Tasks

- Assigned to: _____ / _____
- Assigned to: _____ / _____
- Assigned to: _____ / _____
- Assigned to: _____ / _____
- Assigned to: _____ / _____