

Front Desk Opening/Closing Protocols

We always open 30 minutes before the first appointment to ensure there is plenty of time to get 1-12 done. It is very important you be there on time.

Please check them off as you go because these are very important. The environment we create needs to look, feel, smell, and sound perfect because our guests are wowed by it. When we create those wow moments, our business grows. People are put in a buying mood and they are excited enough to tell their friends. You are the one that makes this happen.

The last appointment is 1 hour before close. This is more than enough time to get the closing procedures done.

Opening Procedures

- 1.Unlock back door, turn on snack bar lights.
- 2.Turn on auto-lenso, AR, printer, lenso, shredder and optikam and computer.
3. Post on Facebook.
- 3.Turn on popcorn and coffee machine and make sure water is full
- 4.Raise front gate
- 5.Unlock front door, turn on all frame board lights, overhead lights and turn off lights above the mirrors
- 6.Walk through the office and make sure everything is neat, clean and in order
7. Get some music going. Activate Pandora, Turn on Speakers (press volume ~+ 5 times)

1-5 should take 5 mins.

- 6.Make sure sink area is stocked, neat and clean
- 7.Make sure the bathroom is stocked, neat and clean
- 8.Make sure snack bar is stocked, neat, clean, and make popcorn (don't forget to fill the fruit bowl)

6-8 should take 5 mins

- 9.Make sure fridge is stocked, neat and clean. There should ALWAYS be good beer, nestea, juice boxes

9 should take 15 mins if it is not stocked, no time if it is

- 10.Make sure the front desk is stocked, neat and clean

This should be done from the night before, but if its not, please do so. Send me an email when you find the desk messy. I am not happy with how messy the desk has been. Mess leads to mistakes. If it is not done, take the 5 mins to do it.

- 11.Walk floor and ensure it's clean. (swiffer)

This should take 5 mins

- 13.Check Voicemail, PSE email, and REHR tasks. Prioritize and get urgent ones done ASAP. For ex. a pt with a red eye who wants to come in should be contacted right away

- 14.Confirm the next day's appointments as indicated in the protocol. If today's are not done, do them.

15. Work on Referral Thank You Notes Everyday as indicated in the protocol
16. Make sure the schedules are correct
17. Respond to emails and urgent VM as they come in, even if its just to acknowledge it.
10 min max

Closing Procedures

1. Post all payments into REHR, all invoices must be authorized. place recites in the envelop, next to the register
2. Make sure both VM and GV inboxes are empty.
3. Create appropriate REHR tasks and EOS report.

***Change email to vacation status

"We are currently out of the office. To see our hours please visit www.facebook.com/parkslopeeye . If this is an emergency, please visit New York Eye and Ear."****

4. Swifter Floors
5. Collect trash and recyclables
6. Clean the popcorn machine
7. Turn off the coffee machine
8. Turn off auto-lenso, AR , lenso, shredder, optikam and most importantly SHUTDOWN the computer
9. Walk through the office and make sure everything is neat, clean and in order
10. Put down the window gate, turn off frame board lights, overhead lights and turn on lights above the mirrors
11. Turn off snack bar lights and Lock Back inside door upon exiting
12. If its dusk, make sure the gobo light is working correctly
13. Give all cash payments to the Doctor daily. If not present, report them on the EOS and leave until present.
14. DO NOT LOCK FRONT DOOR, BUT TRIPPLE CHECK THAT THE FRONT DOOR GATE IS SECURED