

## Standard Operating Procedure for Reception Room

An SOP of Reception room is prepared to guide line the procedure for its operation in befitting manner. It includes receiving of guests, endorsing his credentials in record register/computer, informing the concerned department about their guests and directing the couriers to mailing staff for further handling.

### Main Tasks

- Receiving of guest at reception.
- Recording of guest details in register and computer.
- Issuance of Visiting cards and ensuring its return by guest on departure.
- Attending Telephone calls.
- Attending couriers and directing them to mailing staff.
- Maintain Telephone log book.
- Handle Fax machine.

### Procedure of Handling Guest

- The guest will be received after security clearance by security staff at main entrance of south gate.
- Only one gate will be used by visitors for entrance in Campus.
- Entrance at North gate will be closed unless specially directed by higher management and same will be shared with OCMS accordingly.
- Students will be allowed to use North gate after necessary security checking a per practice in vogue.
- A person arriving at North gate will be politely requested to use South gate for entrance unless some government official or VIP is arrived who will be taken along to south gate by security staff for dealing them as per SOP.
- The guest will be received with pleasant manner and requested to introduce himself along with the purpose of his/her visit.
- The proper record of guest's credentials including CNIC no, time of arrival, purpose of visit, to whom he wants to meet and from which department or place he belongs.
- The guest will be requested to sign against his entry in register.
- After recording the details, guest will be offered to sit at waiting room and in the meantime concerned department or person will be informed to whom he wants to meet.
- The guest will be guided to the office of concerned person if he allows to meet him at his office otherwise host will come himself to meet him at reception area.

- Any person, courier or guest from government department will be treated at priority and concerned department along with OCMS authorities will be informed immediately.
- The guests with prior information will be received with due protocol and directed to concerned department /person as per orders received accordingly.
- The guest will be issued a visiting card who will enter in premises of campus by keeping his NIC and same will be returned on his departure from campus along with recording his time of departure.
- The visiting cards will be arranged of different ribbons to clearly differentiate between visitors of Admission and other departments.
- Visitor will be requested to display visitor card and wear it while moving within Campus area.
- The visitor will be directed to park their car /bikes at parking area.

### **Procedure of Attending Telephone Calls**

- Answer the phone call within 3 rings.
- Answer every call with the appropriate greeting such as “Assalam-o-Alaikum”, University of Management & Technology. May I help you?”
- Request caller with courtesy to hold when multiple lines are ringing.
- Do not leave a caller on hold for longer than 1 minute without updating the call on the status of their call. For example, “Thank you for holding. The line is still busy. Would you like to continue holding or may I take a message?”

### **Meetings at Reception**

- The arrangement will be made for tea/coffee for guest at reception if meeting is scheduled by host department/person.
- The matter of meeting must be shared with OCMS and same be recorded in register.
- Privacy will be ensured for meeting at reception /waiting area.

### **Mail Sorting**

- Mail will be received / handled by receptionist in absence of mailing staff which will be discouraged at minimum and occasionally.
- The record of mail will be shared and handed over to mailing staff on their arrival.
- The proper record of mail will be handed over to mailing staff along with detail of courier.

### **Recording of Telephone Log**

- The messages will be recorded in telephone log book.

- The messages will be immediately conveyed to concerned person for necessary action.
- The name of person will be entered in log book to whom message shared and get signature on log book.
- The log book will be shown to manager /In-charge OCMS on daily basis.

### **Fax Machine**

- Fax machine will be handled in absence of mailing staff.
- The fax will be received, documented in register and delivered to concerned department for timely action.
- The mailing staff will be briefed about fax delivery and its disposal on their arrival.
- Ensure availability of sufficient bundle of papers to receive fax.

### **Review**

The policy will be reviewed after every two years.