

NOVITEX'S RECEPTIONIST STAFFING

Integrating into your culture to emulate your brand.

Receptionists are typically the first point of contact for visitors at a client site, therefore it is critical they properly reflect the company brand and culture. Novitex places significant emphasis on the role of first impressions and customer interactions when fulfilling a receptionist staffing solution for a client.

Key factors that many clients focus on when staffing front-line employees include:

- High customer service standards
- Knowledgeable staff
- Professional attire
- Welcoming environment for guests

NOVITEX RECEPTION IS THE SOLUTION.

At Novitex, we take the burden off of our clients, so your teams can focus on business-critical functions. In fact, Novitex recently went through a cultural transformation of our own, focusing on three key areas of development our people, our processes and our technology. In 2014, we invested significantly in training our employees, and we continue to make strides in our development programs. You can leverage our expertise to provide a quality, frontline workforce for your organization.

As part of our employee development program, employees go through basic training modules that are tailored to your needs. Below is a sample of modules available:

- Service excellence and first impressions
- Understanding your customers' needs
- Communicating with professionalism and etiquette
- Customer service over the phone
- Employee safety orientation
- Executing innovations
- Effective team communication
- Interpersonal communication: communicating with confidence

We listen to your needs and then deliver results that drive efficiencies and allow you to focus on your core business. Our Office Services solution can provide support.

FEATURES INCLUDE:

- Regular exchanges of ideas
- Transformational and continuous education
- A defined career path for Novitex employees
- Creating brand ambassadors for our client's company
- Recognition programs to encourage best practices

BENEFITS:

Novitex takes a holistic approach to staff reception services. Beginning with recruitment, through to continuous training of our employees, we aim to integrate the staff into our client sites and encourage them to continually learn about and assimilate into these sites. We then recognize their efforts in order to employ a more welcoming and engaging frontline staff that:

- Develops receptionists that are up-to-date with industry trends and your business.
- Eliminates a corporate cultural disconnect between Novitex on site employees and the customers they serve.
- Increases engagement with visitors and overall demeanor.
- Adheres to your standards for professional attire.
- Removes the management burden from the internal teams of our client.



ON AVERAGE, NOVITEX INCREASED SERVICE QUALITY INDEX BY GREATER THAN 10 POINTS WITH OUR RECEPTIONIST SOLUTION

