

success at
your front desk



Rise

success at your front desk

1. DEFINE THE ROLE
2. RECRUIT FOR THE ROLE
3. INTERVIEW FOR THE ROLE
4. FILL THE ROLE
5. TRAIN THE RECRUIT (2 WEEKS)
6. DECIDE TO KEEP OR LET GO
7. REDEFINE THE ROLE (TOGETHER)
8. SYSTEMISE THE ROLE
9. EVALUATE PERFORMANCE
10. FURTHER TRAINING
11. REPEAT



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RECEPTIONIST OR OFFICE MANAGER
OR CO-OWNER

YOU HAVE A TASK LIST



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THE SECRET SAUCE... GETTING ON THE SAME PAGE
90 DAY PLAN

1. GET ON SLACK AND ASANA/TRELLO/BASECAMP
2. DRIVES ME CRAZY LIST
3. YOUR DAILY, WEEKLY, MONTHLY & QUARTERLY CHECKLIST
4. DEFINE NON NEGOTIABLES
5. CREATE KPIS & MONITOR
6. DAILY 15 MIN STAND UP MEETINGS
7. PERFORMANCE REVIEW



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EVALUATING PERFORMANCE - 90 DAYS

THINGS STAFF MEMBER DOES

THINGS STUDIO OWNER DOES

MAKE STAFF
MEMBER EFFECTIVE,
EFFICIENT,
PRODUCTIVE AND
HAPPY AT MY JOB

MAKE STAFF
MEMBER EFFECTIVE,
EFFICIENT,
PRODUCTIVE AND
HAPPY AT THEIR
JOB

MAKE STAFF
MEMBER LESS OR
UN-EFFECTIVE,
EFFICIENT,
PRODUCTIVE AND
HAPPY AT MY JOB

MAKE STAFF
MEMBER LESS OR
UN-EFFECTIVE,
EFFICIENT,
PRODUCTIVE AND
HAPPY AT THEIR
JOB



NOTE: BOTH OF YOU FILL THIS OUT BEFORE THE MEETING
THIS IS TWO DIFFERENT PERSPECTIVES ON THE STAFF MEMBER

Rise