

# Reception Staffing

## Reception Staffing that Integrates with Your Culture and Emulates Your Brand

Receptionists are typically the first point of contact for visitors at a client site, so it is critical that they properly reflect the company brand. Exela places significant emphasis on the role of first impressions and customer interactions when fulfilling a receptionist staffing solution for a client. We transform our employees into your brand ambassadors through custom training tailored to your company needs and culture.

We focus on what matters most to our clients, including:

- High customer service standards
- Helpful, knowledgeable, and friendly staff
- Professional attire and demeanor
- A welcoming, inviting environment

### EXELA'S RECEPTION SOLUTION

Exela takes a holistic approach to staff reception services. Beginning with recruitment, and continuing through ongoing training, we aim to fully integrate our staff into our client sites. Our aim is to offer a warm welcome, increase visitor engagement, and create a memorable, positive impression. Our highly-trained, professional, and knowledgeable frontline staff will strengthen your brand while alleviating associated management burdens from your internal team.

To continually refine and improve our reception services, our solution includes:

- Regular exchanges of ideas between our clients and site managers
- Customer service, communication, and safety training for our staff
- Continuous educational plans
- Incentivized, defined career paths
- Recognition programs to encourage best practices



### BENEFITS

- ✓ An excellent first impression
- ✓ Professional brand ambassadorship
- ✓ Increased engagement
- ✓ Adherence to your company's professional standards and business attire
- ✓ Reduced management burden

Embracing complexity. Delivering simplicity.<sup>SM</sup>