

# Office Reception SOP

|                |                    |
|----------------|--------------------|
| Document no.   | SOP-ADM-004        |
| Revision       | 1.0                |
| Owner          | Office Manager     |
| Effective date | September 15, 2026 |
| Review cycle   | Every 12 months    |

## 1. Purpose

To give every visitor and caller a professional, secure first impression, and to make sure hosts are notified promptly and the front desk stays covered throughout the day.

## 2. Scope

Applies to the staffed front desk and main reception area during business hours. After-hours and unstaffed entry procedures are covered by the building's separate security procedures.

### Definitions

|               |                                                                                                       |
|---------------|-------------------------------------------------------------------------------------------------------|
| Visitor badge | A temporary badge issued to a visitor that identifies them and, where used, controls building access. |
| Host          | The employee a visitor is there to see, responsible for meeting or escorting them.                    |

## 3. Responsibilities

|                          |                                                                                              |
|--------------------------|----------------------------------------------------------------------------------------------|
| Receptionist             | Staffs the front desk, greets visitors, issues badges, manages calls and handles deliveries. |
| Office Manager           | Sets front desk procedures, arranges coverage and handles escalations.                       |
| Security Officer         | Responds to access issues, emergencies and any visitor who cannot be verified.               |
| Administrative Assistant | Provides backup coverage of the front desk and manages conference room bookings.             |

### RACI matrix

| Activity                                  | Receptionist | Office Manager | Security Officer | Administrative Assistant |
|-------------------------------------------|--------------|----------------|------------------|--------------------------|
| Open and prepare the front desk           | R/A          | I              | -                | -                        |
| Greet and badge visitors                  | R/A          | -              | C                | -                        |
| Handle an unverified or unwelcome visitor | R            | C              | A                | -                        |
| Manage incoming calls and deliveries      | R/A          | -              | -                | C                        |
| Provide front desk backup coverage        | C            | A              | -                | R                        |

R = Responsible, A = Accountable, C = Consulted, I = Informed

## 4. Materials and PPE

### Materials, tools and systems

- Visitor sign-in system or logbook
- Visitor badges
- Phone system or switchboard
- Host and employee directory
- Conference room booking system
- Delivery log

## 5. Procedure

| Step | Task                                                                                                                                                                                                                                                                                                                                                                           | Owner        | Done                     |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------|
| 5.1  | <b>Open and prepare the front desk</b><br>At the start of the business day, the receptionist unlocks and powers on the front desk area, checks the visitor sign-in system is working, and reviews any scheduled visitors or events for the day.                                                                                                                                | Receptionist | <input type="checkbox"/> |
| 5.2  | <b>Greet arriving visitors</b><br>The receptionist greets each visitor promptly, asks who they are there to see, and confirms the visit is expected by checking the calendar or with the host.                                                                                                                                                                                 | Receptionist | <input type="checkbox"/> |
| 5.3  | <b>Verify identity and sign in</b><br>The receptionist asks the visitor to sign in with their name, company and host, and checks photo identification where the office policy requires it for building access.<br><b>Checkpoint:</b> Every visitor is signed in with a host name before a badge is issued.                                                                     | Receptionist | <input type="checkbox"/> |
| 5.4  | <b>Issue a visitor badge</b><br>The receptionist issues a visitor badge showing the visitor's name and host, and explains where they may and may not go unescorted in the building.                                                                                                                                                                                            | Receptionist | <input type="checkbox"/> |
| 5.5  | <b>Notify the host</b><br>The receptionist notifies the host that their visitor has arrived, by phone, message or paging system, and lets the visitor know approximately how long the wait will be.                                                                                                                                                                            | Receptionist | <input type="checkbox"/> |
| 5.6  | <b>Handle an unverified or unwelcome visitor</b><br>If a visitor cannot be verified, has no expected host, or becomes disruptive, the receptionist stays calm, does not grant building access, and contacts the security officer or office manager for support.<br><b>Warning:</b> Never escort or grant access to someone who cannot be verified, even if they claim urgency. | Receptionist | <input type="checkbox"/> |
| 5.7  | <b>Manage incoming calls</b><br>The receptionist answers incoming calls with the standard greeting, directs the caller to the right person or department, and takes a message when the recipient is unavailable.                                                                                                                                                               | Receptionist | <input type="checkbox"/> |
| 5.8  | <b>Receive and route deliveries</b><br>The receptionist accepts deliveries addressed to the office, logs the sender and recipient in the delivery log, and notifies the recipient or routes the item to the mailroom.                                                                                                                                                          | Receptionist | <input type="checkbox"/> |

| Step | Task                                                                                                                                                                                                                                                                                                                                    | Owner        | Done                     |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------|
| 5.9  | <b>Manage conference room bookings</b><br>The receptionist or administrative assistant checks the conference room booking system when a visitor's meeting room is unclear and helps resolve any double-booking before the meeting starts.                                                                                               | Receptionist | <input type="checkbox"/> |
| 5.10 | <b>Arrange front desk coverage for breaks</b><br>Before stepping away, the receptionist arranges coverage with the administrative assistant or office manager so the front desk is never left unattended during business hours.<br><b>Checkpoint:</b> The front desk has a named person covering it at all times during business hours. | Receptionist | <input type="checkbox"/> |
| 5.11 | <b>Collect badges from departing visitors</b><br>As visitors leave, the receptionist collects the visitor badge, confirms they are signed out in the visitor system, and thanks them for coming.                                                                                                                                        | Receptionist | <input type="checkbox"/> |
| 5.12 | <b>Close the front desk</b><br>At the end of the day, the receptionist confirms all visitor badges have been returned, reviews the sign-in log for anyone still marked as on-site, and secures the desk area.                                                                                                                           | Receptionist | <input type="checkbox"/> |

## 6. Quality checks

- Every visitor is signed in with a named host before receiving a badge.
- The front desk is never left unattended during business hours without arranged coverage.
- All visitor badges are accounted for at the end of each day.
- Deliveries are logged with sender and recipient before being routed.

## 7. Records

- Visitor sign-in log
- Delivery log
- Front desk coverage schedule
- Incident notes for unverified or disruptive visitors

## 8. KPIs

- Average visitor wait time from sign-in to host notification
- Percentage of visitors signed in with a complete host name
- Number of front desk coverage gaps per month

## 9. Common mistakes

- Letting a visitor into the building before their host confirms the visit.
- Leaving the front desk unattended without arranging coverage.
- Forgetting to collect a visitor badge at departure.
- Not logging a delivery before setting it aside for the recipient.

## 10. Revision history

| Revision | Date               | Description     | Reviewed by  |
|----------|--------------------|-----------------|--------------|
| 1.0      | September 15, 2026 | Initial release | Alexa Uskova |

# Approval

| Prepared by | Approved by | Date |
|-------------|-------------|------|
|             |             |      |

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