

## **Greeting People at the Front Desk**

### **Clients**

Clients will be coming for a pregnancy test, an ultrasound or assistance baby items. Remember, when clients come in they may be in array of different emotions. They may be upset, scared, nervous, withdrawn and sometimes they may be happy. We want to put them at ease by using a welcoming, gentle voice. We want to remain calm even if things are a little frantic in the office.

If you are sitting at the front desk working, make sure to turn over any client or other confidential information when someone enters. . A person standing at the window can easily read things lying on the desk – don't let client or financial information, money or checks be in view or reach.

When a client is standing in the window, we must first establish why she is there. After saying, "How may I help you today?" She will either tell you why or she will say, "A friend told me I could get help here." So we may have to ask questions to establish what type of client she is. The best way I have found is to let her know what our services are and then she will tell you what she needs. Find out her name and if she has been here before. If she is a pregnancy test or an abortion vulnerable person in any form, we will see her. She will need to complete the Request for Services Form and the Medical Release Consent Form. If she is not receiving a pregnancy test or ultrasound, she needs to complete the Request for Services Form only. If she has a scheduled appointment, take her name and ask her to have a seat. If she does not have a scheduled appointment, we will need to make her an appointment. Unless there has been a no show, we could fit her in. We want her to feel welcome and special. Say something like this, "(Name), we're so glad you are here, if you will have a seat just a moment and someone will be right out to help you." We always take pregnancy test clients as walk-ins, but schedule them when possible.

Never assume the client in the window is the client who has an appointment. We would never say, "Are you Cathy Client?" This is a breach of confidentiality and also it doesn't make her feel special if she thinks we think she is someone else.

After you have established the reason for the client visit, pull her file or a new file if she is a newcomer. If she is a new client, verify her name, add the appointment in the database, make sure you have spelled it correctly and pull out a new intake folder and write her last name first on her file. Make preparations for who is going to meet with her.

Once the client advocate who is meeting with her is established, she can review the file and then greet her and introduce herself to the client and invite her to the counseling room.

 *Choices for Women*  
*Resource Center*

She may have children with her. This sometimes can be a challenge, but remember to always make her feel welcome. If she has children, let's determine a plan of action before the Client Advocate greets her. First, if she came with someone (or someone came with her) ask to have that person watch the children while you meet. If this is not the case, perhaps another Client Advocate can watch the children. We always want to ask the client if it is okay for this CA to keep an eye on the children. If she is hesitant and wants to keep her children with her, we must be okay with it. Depending on the age and the activity level of the children, there are some diversions you can take. A coloring book and crayons, located in the counseling room drawer, may entertain the children or put a children's video in the VCR/DVD. Just remember to do your best. You may not get all the way through the process, but remember to keep showing the love of God to her and her children. The more welcome she feels, the more likely she is to return.

However, while counseling, remember, sometimes distractions are going to happen. Just do the best you can, knowing we are completely dependent upon the Holy Spirit anyway, and remember everyone is doing the best they can too.

While clients are present, let's remember to keep the noise level down. Let's make sure the music is not too loud and our voices aren't too loud. Make sure any conversation in the front desk area is one that would be encouraging and uplifting to clients.

### **Donors**

Donors are special people too! Without them we could not be here. Donors may drop off item donations, checks, baby bottles or a myriad of items. For every item donation we need to complete the item donation log and ask them if they need an item donation receipt (Both located at the middle front workstation) For baby bottles make sure we get the church name and the number of bottles. Item donations can be carried into the back door of the blessing boutique. There are keys hanging on the wall of the left hand work station.

Many donors have never been to CFW. Ask if they have ever seen the Center. If not, ask them if they have time for a tour. If they do, get Rose, Shari or another Client Advocate to show them around.