



Working the front desk = OPPORTUNITY TIME For Agents

Desk Duty @ LFFRED Is Voluntary

First time desk agents must work a shift with an experienced desk agent prior to their first assigned shift. (1/2 hour is so is fine)

Agents are expected to be at the desk during their time slot; this is vital so that the phone will always be answered and any visitors are warmly greeted with “Welcome to Long & Foster – How Can We Help You Today!”

While working a desk shift, other than a quick bathroom break if needed, agents are expected to be at the front desk.

On or about the 25th of each month Chrystine will send an email out to the entire office – when you receive the email – if you wish to be placed on the desk schedule – please follow the instructions.

If an agent signs up for desk duty, they are expected to arrive on time and be at the desk for their full shift.

If the agent cannot work their shift, the agent is expected to find coverage. The optimum way to do this is via the [PRIVATE LFFRED FACEBOOK PAGE](#).

Agents may not bring children or pets to work while working the desk; we understand this may be a challenge sometimes, but it’s imperative that our office is presented in the very best light to anyone entering our building.

If an agent gets a call/walk in and immediate attention is needed, they may meet with the customer in a conference room, after notifying management, so that we are aware.

When answering the phone, if the caller asks for a specific LF agent, the call should be transferred to that agents cell phone.

Revised 02/23/2024





Front Desk Open Tasks

Turn on lights – lobby & conference room

Make sure conference rooms are clear of debris and chairs pushed in

Close conference room doors

Turn on TV

Check mail – side door – deliver to Chrystine

Unlock door

Front Desk Close Tasks

Turn off lights – lobby & conference room

Check 2nd floor lights – turn off

Make sure conference rooms are clear of debris and chairs pushed in

Close conference room doors

Turn off TV

LOCK DOOR

