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| **(Business Name) – COVID-19 CARE POLICIES AND PROCEDURES** | |
| **Subject:  COVID-19 Making an Appointment** | **SOP CODE:** |
| **Division:** Reception/Front Desk/Sales |  |
| **Standard:** Speak clearly, be friendly and warm and assist a customer or potential customer to visit the Store/Showroom/Workshop | |
| **Policy:**   * **Prevent COVID-19 Infection Risk** * Any incoming telephone call will be answered within three rings. Should you be busy with another customer, or on the phone, please ask the customer to hold and attend to the call or call another staff member to assist * A suggested greeting for incoming calls is: “Welcome to Store/Showroom/Workshop, (employee name) speaking, how may I help you?” * Whenever the call cannot be answered within three rings, an apology will be given: “Welcome to Store/Showroom/Workshop, (employee name) speaking, sorry to keep you waiting, how may I help you?” * If a caller requests information about a customer or staff member, under no circumstances is the staff permitted to give it. This should always be referred to a senior / management * No collect calls will be accepted for any customer or staff member | |
| **Procedure:**  When receiving an enquiry for an appointment, the front desk will thank the caller / lead for the enquiry and then:   1. Check availability on the system / appointment book / diary and:    * **If there is no availability:**      + Offer the customer an alternative slot    * **If there is availability:**      + Check if there is already a profile for the customer in the system (if relevant)      + When finding an existing profile, this must be updated before doing the booking      + If the customer does not appear in the database, a profile must be created 2. Before an appointment is confirmed, Reception/Front Desk/Sales is to explain the following to the customer:   “Due to the Coronavirus pandemic, we have adapted our procedures to prevent virus spread or contamination.  May I please ask you a few questions before I confirm your appointment:   * + Have you been in contact with anyone that has been tested positive for Coronavirus? If yes, how long ago?   + Have you been tested for Coronavirus? If yes, how long ago?   + Do you currently have any flu like symptoms, fever, sore throat, runny nose, headaches, generally not feeling well or lost your sense of taste or smell?   + Can I assume that, due to lockdown, you have not travelled outside of South Africa or within South Africa in the last 21 days?   + If the guest is **not feeling well or has been in contact with or been infected with Coronavirus and has not tested negative in the past 3 weeks,** then say:     - “Mr/s\*\*\*\*\*\* since we are doing our part to flatten the curve, may I ask that we move your appointment to when you are feeling better as it may be a better idea to stay at home or perhaps call your doctor. Should you be in need of sooner assistance, we are able to offer you an online consultation to discuss and look at your needs, if you wish.”   + If guest is well and virus free, then explain the appointment process:     - “Mr/s\*\*\*\*\*\* , during this time, we are limiting time spent in our Store/Showroom/Workshop. We are able to do an online consultation prior to your visit. During this time, we will ask that only credit card or eft payments are made as we are not handling any cash at this point.”  1. Remind the customer that if they show any Covid-19 symptoms, they should rather reschedule their appointment for a later date. 2. Say the following to the customer: “I would like to please just let you know as part of our COVID-19 Prevention Policy, I will now read to you all the measures we are taking as a business for your and our safety, please note it will take only a minute.” *Edit as applicable:* 3. All staff will wear masks, at all times 4. All visitors to our Store/Showroom/Workshop are to wear masks, at all times 5. Do to social distancing risks, the entrance door will remain locked 6. Sales Consultants will assist customers whilst wearing gloves 7. Sanitiser will be applied to every customer’s hands on entry to the Store/Showroom/Workshop, before making payment and before touching any products 8. We will not have any magazines or newspapers or any flyers of any type 9. Our Store/Showroom/Workshop will have a residual disinfecting service every week / 30 days 10. We will have protective screens put up at the payment desk 11. There will be no refreshments available 12. We ask that only credit cards or eft payments are made as we are not handling any cash at this time 13. We are allowing an additional 30 minutes between appointments to effectively sanitise the Store/Showroom/Workshop 14. All stations will be equipped with sanitiser for staff to sanitise equipment and surfaces before and after all services 15. We are making use of ozone and/or UVC lights for additional neutralisation of bacteria 16. All our soap dispensers are automated 17. All our waste bins have foot pedals and are covered 18. We will make use of paper towels and/or disposable hand towels 19. We will ensure to have a minimum of 1-5 - 2m distance between people within the environment.   Do you have any questions?  We look forward to seeing you in person and making your jewellery dream a reality.”   1. A confirmation of appointment should be sent to the customer immediately by email or WhatsApp after the appointment has been made 2. Included in the confirmation should be the summary outlining the Covid-19 Care Checklist for the Store/Showroom/Workshop | |
| Date SOP issued: | Staff Signature: |
| Date SOP trained: | Staff Signature: |