
Subject: Phones and Receptionist
Posted by [wubwub](#) on Thu, 28 Oct 2010 22:31:51 GMT
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Do you beleive that a receptionist at any company or store should just stop talking to you and help the customer on the phone when it rings?

I have had this happen to me many times and found it extremely rude. Why should the person who phones in get imediate service when i was talking to them first?

Or is it just me and people like standing there listing to one side of a conversation for 10 minutes?

Subject: Re: Phones and Receptionist
Posted by [Altzan](#) on Fri, 29 Oct 2010 00:18:14 GMT
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I think the receptionist should get the phone first, but only if the person on the line needs something that takes just a minute or two at most. If it takes longer, the receptionist should tell them to hold or call back, then get back to you.

Think of if you were calling - you would at least want an answer so you know there's someone there to respond, right? Although the caller definitely doesn't get a higher priority.

Subject: Re: Phones and Receptionist
Posted by [wubwub](#) on Fri, 29 Oct 2010 01:38:19 GMT
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By all means they should answer the phone. But when they answer, is it so hard to say "Sorry i am with a customer, please hold."

I was at the dentist's office not too long ago waiting for my apointment time. As i waited i saw numerous people go to the receptionist and be interupet by a phone call. Each time the call lasted everywhere from 1 minute to 5 minutes.

Something is wrong here..

Subject: Re: Phones and Receptionist
Posted by [Altzan](#) on Fri, 29 Oct 2010 03:16:53 GMT
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Agreed mostly, but on the same token, it could take just as long for the on-site customer to be taken care of, making the caller wait.

They're no more important than you - but they're not less important either. There needs to be a middle ground.

Subject: Re: Phones and Receptionist
Posted by [reborn](#) on Fri, 29 Oct 2010 05:21:40 GMT
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Seriously, I would of pulled out my phone right in front of her and called her.

Subject: Re: Phones and Receptionist
Posted by [Jerad2142](#) on Mon, 01 Nov 2010 18:47:14 GMT
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Altzan wrote on Thu, 28 October 2010 21:16Agreed mostly, but on the same token, it could take just as long for the on-site customer to be taken care of, making the caller wait.

They're no more important than you - but they're not less important either. There needs to be a middle ground.

Actually they should be considered less important as they're probably at home or at the very least somewhere else, which means they can do other things while they wait, where as the person stuck waiting can't really do anything but, wait.

Subject: Re: Phones and Receptionist
Posted by [slosha](#) on Sat, 13 Nov 2010 08:05:57 GMT
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And this is common practice or something? Seems like it would be obvious that they are being very rude. One would think they could have a hold button that automatically tells the caller the receptionist is busy and will help you when they are available.

Subject: Re: Phones and Receptionist
Posted by [bmr_71](#) on Tue, 16 Nov 2010 15:39:07 GMT
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Receptionist usually puts the person on hold.

Anyway, when you are talking to your friends (I mean this hypothetically, I know you don't have any) and one of them gets a call on his cell, does he not answer it so you can finish complaining about how shitty your situation with women is? I doubt it.

Thanks

Subject: Re: Phones and Receptionist
Posted by [JohnDoe](#) on Tue, 16 Nov 2010 19:35:33 GMT
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boomer ure in ur 20s nowadays...the fuck did that happen nigga

Subject: Re: Phones and Receptionist
Posted by [R315r4z0r](#) on Thu, 18 Nov 2010 03:22:59 GMT
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This has actually never really bothered me, tbh. It has happened to me a few times but I never thought of it as anything to get angry over..

I think that they should take the call and ask what they need. If it is a short quick answer thing, they should do it. Like if someone is asking if an item is in stock for instance. But if they need to talk to someone, then the receptionist should just say "please hold for a minute" and then finish up with you. Then they can go back to the phone.

But then again, in all fairness, you're already in the store, you have the items you need, you have your money ready and you're steps within the person you're making the transaction with. Chances are you aren't going to just get up and leave. And actually, it's because of this fact that people behind the counter will willingly take a phone call over an actual person.

If more people just got up and left in a situation like that (leaving the items on the counter), then I'm willing to bet that more receptionists would be more than willing to help you first.

Subject: Re: Phones and Receptionist
Posted by [bmr_71](#) on Fri, 26 Nov 2010 02:29:32 GMT
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JohnDoe wrote on Tue, 16 November 2010 14:35boomer ure in ur 20s nowadays...the fuck did that happen nigga

haha

ya know, all your bullcrap comments aside, i did always appreciate you.
