



VISITORS TO SITE PROCEDURE

- When someone asks for the manager the following steps should be taken:
- Take their name and the reason for their visit and ask them to sign visitor's book
- Politely ask them to wait in shop for a few moments while you check that the manager is free
- Inform the manager
- **DO NOT ALLOW THEM TO GO UPSTAIRS OR IN THE BACK UNTIL THE MANAGER HAS AGREED TO SEE THEM**
- If the phone should ring continuously whilst the Manager is busy then please answer (obviously only if you are in a position to do so) and not serving a customer