

THE CHECKLIST CREATES CALM

The client may never see the checklist. They feel the calm it creates.



OPEN READY

Prepare the desk.
Test the phones.
Review the calendar.
Pull same-day mail.
Check the space.



PROTECT COVERAGE

Confirm the person covering and brief open items before you step away.



CHECK EVERY PIECE

Verify that every piece of mail belongs to the client.



RECORD THE HANDOFF

Record the sender and arrival date. Add the signature and pickup date at handoff.



RESET AS YOU MOVE

Check meeting rooms, reception, kitchen, and common areas. Report damage.



CLOSE CLEANLY



Reset rooms.



Clean the kitchen.



Report damage.



Brief open items.



Activate voicemail.



INSTEAD OF

"The desk looks quiet."



SAY

"Can you cover reception? Here's what's still open."



INSTEAD OF

"Waiting for the third ring."



SAY

"I can't answer within two rings. Please take this call."



INSTEAD OF

"I'll record it later."



SAY

"Record the sender and date now."

The space is part of the service.