Guest Services Desk Volunteer

**Position Description**

Department: Volunteers - Ambulatory Operations  
Department Function: Ambulatory Operations coordinates volunteer services and activities throughout outpatient clinics.  
Volunteer Position: Guest Services Desk – 1st floor and patient waiting areas  
Position Summary: Direct and assist patients and guests to appropriate departments in clinics.  
Hours Of Operation: 8:00 a.m. To 5:00 p.m. Monday through Friday  
Working Environment: Guest Services and patient waiting areas  
Worker Characteristics:  
• Extroverted, mature, positive, service-oriented individual.  
• Must be able to communicate clearly in English; bilingual skills are helpful.  
• Mental ability to provide emotional support to families in crisis.  
• Ability to take initiative and be flexible in assuming different roles.  
Physical Demands: Able to push wheelchair upon request  
Safety Practices: Knowledge of institution’s fire, emergency preparedness plan and infection control policy  
Supervisor: Supervisor and Director of Ambulatory Operations

**Background:**

The Guest Services Desk may well be the first contact a patient, family members, guests or visitors have with Baylor College of Medicine (“Baylor”) and Baylor St. Luke’s Medical Center (BSLMC). As such, this role can add to or detract from the impression people have about our institution. Please, above all, be patient and kind while serving at one of these desks. Remember it is possible that the person you are dealing with may have never been in a clinic before or are concerned about themselves or a family member.

This position will assist with escorting or directing a patient or visitor to a certain area so you will need to be familiar with the clinic locations and refer to the directory when needed. You will be informed of any changes made in an area as soon as possible.

**Volunteer activities performed:**

Greet all visitors entering the McNair Lobby using “AIDET.”

Acknowledge - smile, make eye contact and welcome the patient, family member, visitor or guest (the “customer”)  

Introduce self – by name and role at Baylor or BSLMC, as applicable
Duration – provide time expectation, as applicable

Explanation – keep the customer informed by explaining processes and procedures

Thanks – thank the customer for choosing Baylor or BSLMC and ask the customer if there is anything else you can do for him or her

1. Incorporate AIDET principles during interactions with customers.
2. Sees to the general comfort of all customers.
3. Complies with and is knowledgeable of appropriate departmental policies, procedures and standards.
4. Greets customers warmly, using eye contact and a smile.
5. Welcomes customers as they enter the building.
6. Answers phones promptly (no more than (3) rings).
7. Retrieves messages from phone answering machine.
8. Maintains cleanliness of waiting areas. Checks restrooms periodically, and calls services as needed for cleaning or restocking.
9. Makes coffee as needed.
10. Uses the information systems, to obtain patient or staff directory information.
11. Escorts patients and/or families to the clinics.
12. Maintains a helpful, courteous and kind demeanor.
13. Observes special needs of families, and calls for assistance from Security.