

The Catholic University of Eastern Africa

TITLE	AUTHOR
RECEIVING OF VISITORS CUEA/DVC-ADM/I&I/10	ASSISTANT ADMINISTRATOR
	NO. OF APPENDICES:
	0(NONE)

AUTHORIZATION

This Standard Operating Procedure is issued under the authority of:


TITLE	DEPUTY VICE- CHANCELLOR/ADMINISTRATION
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NOTE:

1. Write amendments on the page provided (Clause 0.2)
2. Controlled copies of this document will be in the Assistant Administrator and the Deputy Vice-chancellor's office

0. CONTENTS AND RECORD OF CHANGES

Revision		Date
00		18 – Jan 2011

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0.2 RECORD OF CHANGES


No.	Date	Details of Changes		Authorization
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0.3 Distribution / Circulation

This Standard Operating Procedure is available at relevant functions for authorized users.

- 1. Purpose:** This procedure outlines the receiving of visitors to give welcoming reception that leaves the visitor comfortable.
- 2. Scope:** This procedure shall be used by the reception staff.
- 3. Reference:** CUEA Quality Management Manual

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4. Terms and Definitions:

For the purpose of this procedure the following terms shall apply in addition to those already found in the CUEA Quality Management Manual

- 4.1. MR – Mail and Reception
- 4.2. DVC – Deputy Vice Chancellor

5. Responsibility: It is the responsibility of the reception staff to ensure the procedure is followed.

6. Method:

6.1. The receptionist shall welcome the visitor with a salutation.

6.2. The receptionist shall find out the need of the visitor.

6.2.1. If the visitor had an appointment, and or making an inquiry, the receptionist shall send the visitor to the concerned person/department.

6.2.2. If the visitor did not have an appointment, inquiry, the receptionist can ask the visitor to wait, make an appointment or come another day.

6.3. The concerned person will attend to the visitor.

7. Appendices

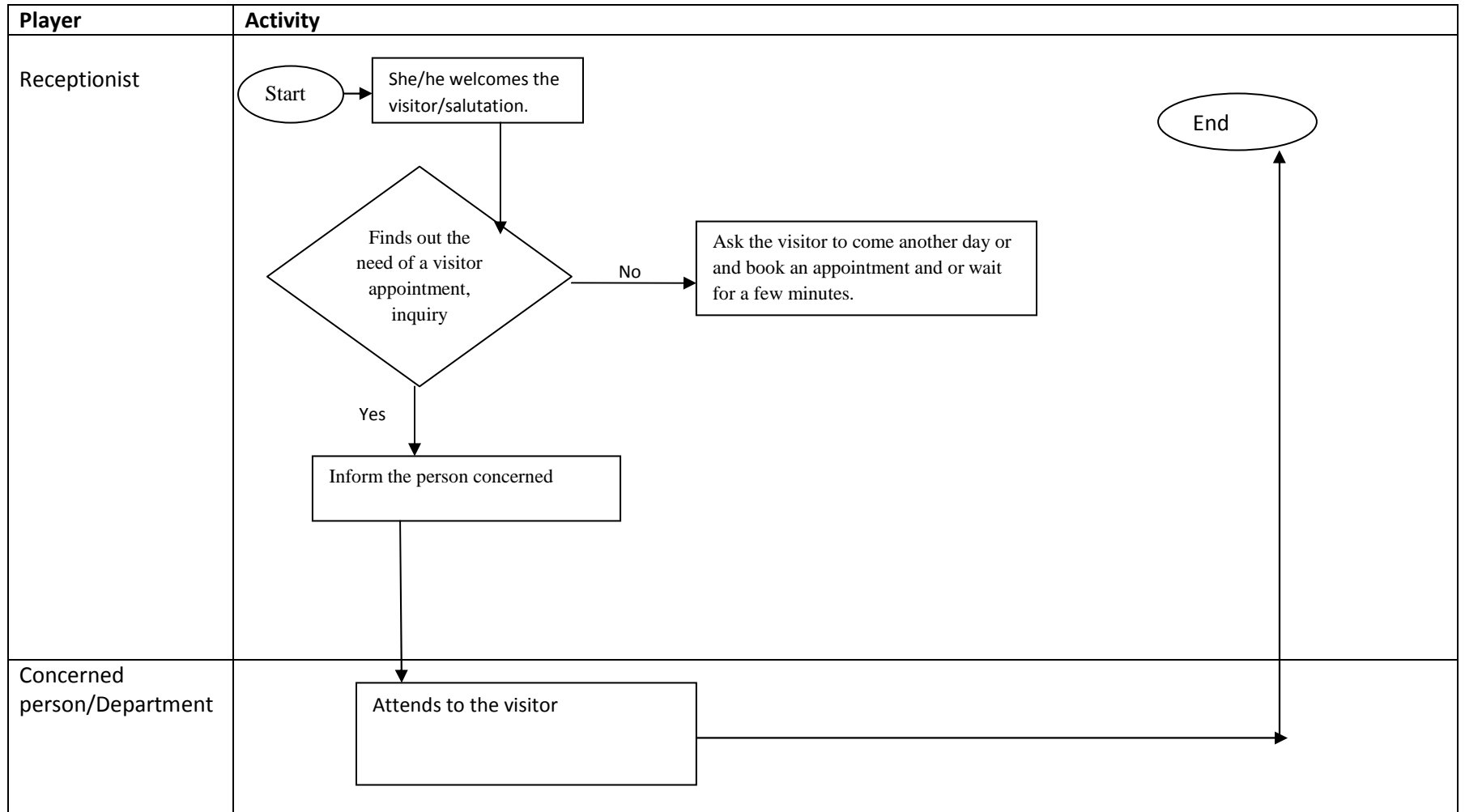
7.1. Appendix A: Process Map

8. Associated Documents

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Appendix A: Receiving of Visitors

Procedure for Receiving a Visitor



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