

HCO's  
Central Orgs  
Reception

HCC POLICY LETTER OF OCTOBER 31, 1963

RECEPTION HAT

The following rundown on Reception Hat was written by Bob Oakes, HCO Area Sec in Los Angeles. Although parts of it are specifically applicable only to Los Angeles, it may be used in other Orgs and adapted to local usage.

PURPOSE: To create and maintain good communication and service amongst staff, students and the public.

The premises of the reception room are for the routing of bodies and communications into and out of the Organizational communication lines. It is the function of the receptionist to see that bodies of Staff and the Public move into and out of the Organizational communication lines. This means that no bodies are allowed to stack up, gather, or remain on the premises of the reception room for any length of time.

DUTIES OF RECEPTION:

1. To handle all incoming people.
2. To route all incoming people.
3. To handle phone calls.
4. To handle and invoice book sales.
5. To make appointments with the Registrar for anyone wishing Training or Processing, or Information on Scientology.
6. The Night Receptionist is also the Personal Efficiency Department Receptionist, and has additional duties that will be covered later.

FURTHER DUTIES:

7. To attend Staff meetings.
8. To know and carry out the Policies of the Organization.
9. To make certain that persons who have no particular business here are not allowed to loiter on the premises.
10. Miscellaneous duties, covered later.

ONE: HANDLING INCOMING PEOPLE

This is Reception's first order of business. Callers in person take precedence over mail, phone, or other interests.

Since Reception is the entrance point for everyone coming into the Organization it is vital that the Receptionist be of neat appearance and know how to run good 8-C.

A. When someone enters Reception rise and ask: "May I help you?" Introduce yourself, be friendly, but don't fall all over the person. Remember that the person probably doesn't know about Scientology. That's what he or she is here for.

If you were absent from your desk and return to find someone waiting, ask: "Have you been attended to?" Handle accordingly.

B. The Reception area is not a lounge. No one but Reception is allowed to handle incoming people. Staff members, students, preclears or the general public should not be encouraged to loiter in this area. Students especially are notorious for interfering with preclears and new people. If this gets started somehow, break it off without being obvious. Deadbeats, hecklers and disreputable characters should be kept out of Reception at all times. If you need help to get them out, ask for it.

C. Reception must regard any people that walk in, except tradespeople and business callers, as potential Preclears or Students. Snap them onto our lines fast. Sign them up for something, and get them wheeling along our very efficient lines of Processing and Training when they walk up the front steps.

Get the person's name, address and phone number. Make out a green slip used for this purpose, and for change of address. Put on any additional information you have such as: "Person has read Dianetics.", or "Person recommended by Joe Jones, HCA" etc. Route to the Letter Registrar for an Information Packet to be sent. then to Central Files.

**D. Keep your desk tidy** Remember that **people coming in** are your future units, so treat them with respect. Don't scare them away. As the word Reception explains: **PEOPLE ARE YOUR MAIN CONCERN ABOVE ANYTHING ELSE.**

TWO: ROUTING INCOMING PEOPLE

- A. 1. Anyone requesting information on Academy Training or HGC Processing is routed immediately to the Registrar with a show of efficiency.
2. If the Registrar is busy, ask the person to take a seat and wait a few minutes.
3. If the Registrar is not on Post route the person to the Org. Sec., The Director of Training or the Director of Processing
4. In other words, Reception keeps no one waiting, but locates a terminal for the caller at once that can sign the caller up.
5. Reception makes sure that the caller is escorted physically to the Org. terminal. Either Reception escorts in person, or has the Org. terminal come and get the person. Introduce the terminals, being careful to get the names correct.
- B. 1. Anyone wishing general information on Dianetics and Scientology should be routed to the Registrar.
2. If the Registrar is not on Post, and no one else is available, handle it yourself.
3. For new people, always recommend the Personal Efficiency Course, and get the person's name for the mailing list.
4. Sell the person a book.
- C. Preclears or Students who report to you for Testing should be escorted to Testing-In-Charge and introduced.
- D. Trades people should be put in contact with the Director of Material and introduced.
- E. When a person comes in for a previously made appointment, notify the Org. terminal by phone. Escort, or have escorted to the terminal. Introduce if necessary.
- F. 1. Anyone seeking information on the business of the Organization such as City, County, State or Federal Employees, Newspaper Reporters, or anyone else, **ARE TO BE ROUTED TO THE ORGANIZATION SECRETARY ONLY. IN THE ABSENCE OF THE ORGANIZATION SECRETARY, ROUTE TO THE HCO EXECUTIVE SECRETARY ONLY.**
2. These people are to be given NO information by you other than the name of the terminal they must talk to, and whether the terminal will see them.

THIS IS A MANDATORY, INVARIABLE RULE

- G. Anyone wishing Technical Information should be routed to:
- a. Registrar
  - b. Director of Training
  - c. Director of Processing
- H. Be sure that anyone that enters the building leaves with something solid, even if it's only a rundown sheet on our P.E. functions.

THREE: HANDLING PHONE CALLS (HCO MW note: Make these instructions applicable to your own particular switchboard and system).

- A. Our phones have 6 buttons. From left to right: Hold, three outside lines DU 8-3481, DU 8-3482, DU 8-3483, a blank button, a Comm Line button.
- B. "Hold" Button. To prevent disconnect when switching to another line, always press the Hold button first, then switch to the desired line.

## Incoming Calls

1. The phone at reception is the only one with a bell signalling incoming calls. However, the call can be answered from any phone.
  2. Light Signals:
    - a. An incoming call has a slow flashing light.
    - b. A call on hold has a rapidly flashing light.
    - c. A line in use has a steady light.
  3. Answering incoming calls.
    - a. Press button and answer with: "Church of Scientology"
    - b. Handle the person the same as if he or she was standing in front of you.
    - c. Find out who is calling, who they are calling and what they want.
    - d. Record this information on a daily telephone call record sheet including who is calling, who is wanted, time of call.
    - e. If call is to be relayed, press Hold button, press Comm Line button, and dial the Org. terminal. Inform the Org. terminal who is calling and the line the person is on. Make sure terminal takes call. Hang up.
    - f. If Org. terminal is not available, press line button and inform caller. Offer to take message. Write message on dispatch and place in terminal's Comm Center Basket.
    - g. **STABLE DATUM:** Always press Hold button before pressing any line button. This will avoid the possibility of disconnecting anyone already talking to an Org. terminal when a new call comes in.
    - h. Incoming Long-Distance or Toll (Trunk) Calls.
      1. Do not accept Incoming collect (transferred charge) calls on Org. Business.
      2. If in doubt call the Org. Sec., and ask if the call is acceptable.
      3. On collect calls for staff member personal business, call the staff member and let him or her decide if the call is to be accepted.
    - i. HCO Calls: All HCO calls or calls for L. Ron Hubbard are referred to HCO to handle. Since HCO is not open in the evening, get person's name and number and tell the person HCO will call him or her in the morning. Then put the message in the HCO Communicator's Comm Center Basket.
    - j. Other Calls: Calls for a staff member not on duty would be handled as in "i" above. The message is placed in the person's Comm Center basket.
- E. OUTGOING CALLS: LOCAL (HCO WW note: Make these instructions applicable to your own switchboard and system).
1. Most outgoing calls are made on line three, to leave lines one and two open for incoming calls.
  2. Check to see that lights are not lit on the line you want to use, press the line button and make your call.
  3. If you inadvertently pick up a phone line already in use, PRESS THE HOLD BUTTON BEFORE MOVING TO A NEW LINE.
- F. OUTGOING CALLS: LONG DISTANCE AND TOLL (Trunk)
1. All such calls are made by Reception.
  2. Reception places the call for the staff member.
  3. Reception keeps a log of such calls including: date, time, where it was made to and who made it.
  4. The financial week in this Org. ends at 2 PM each Thursday. At such time Reception dispatches the Director of Accounts as to the calls made for the week just ending.
- G. COMMUNICATION LINE: (HCO WW note: Make these instructions applicable to your own intercomm system).
1. This is a party line. There is a steady light signal when it is in use.
  2. If the Comm Line is busy, and Reception has to answer an incoming call, be courteous, ask to use the line for a moment.
  3. There are 20 phones on the Comm Line. A list of the Staff Posts and their

STABLE DATUM:

Reception receives and routes calls and bodies. Reception does not give information unless no one else is available.

STABLE DATUM:

Reception never gives out the names, addresses or phone numbers of Staff, students, preclears, or anyone on the mailing list to anyone who calls in.

STABLE DATUM:

If a caller refuses to give his name, do not connect him with anyone.  
If a caller becomes heckling or obscene, hang up.

STABLE DATUM:

Find out what the caller wants. He may be calling the Org. Sec., when he really wants information that the Registrar should provide.

FOUR: INVOICING (HCO WW note: These instructions may not be applicable to your Org.)

All Invoicing is done at Reception except Testing Materials which is handled by Julia Salmen or the Director of Accounts.

A. What is Invoiced.

1. Anatomy of the Human Mind Lectures.
2. Communication Course.
3. Co-Audit Course.
4. Books.
5. Donations to the Church.
6. Hubbard Guidance Center Processing.
7. Academy of Scientology Training Courses.

B. HOW TO INVOICE.

1. The final figure at the bottom right hand corner of the invoice should always equal the exact amount received. (Cash, check, or whatever)
2. The invoice should contain all pertinent data.
  - a. Buyer's name, address, phone number, date of purchase.
  - b. Total charges, total on account, amount received, terms of payment.
  - c. Invoices should show clearly whether payment is for: Spiritual Training, Spiritual Processing, Books, or whatever. In addition to written words explaining the sale a large letter "B" is put on a Book Sale Invoice, a large letter "T" is put on a Training Invoice, a large letter "P" is put on a Processing Invoice.
  - d. On Book Sales the retail price of the Book should be shown, any discounts deducted from that, charges, tax, etc. There is a tax table on the Invoicing Machine. You should also indicate that the Book was delivered to the person, or that the Book is to be mailed.
  - e. Invoices should show whether payment is by Cheque, Cash or Money Order.
  - f. If purchaser is making use of credit we own him, it should be shown where this credit originated.
  - g. Initial every invoice written so that any question arising may be traced to the writer of the invoice.
  - h. Discounts:
    1. International Members: Get a 20% discount on books and tapes costing over \$1.25; 20% discount on E-Meters.
    2. Franchised Auditors: Get a 40% discount on books costing over \$1.25; and a 20% discount on E-Meters.
    3. Lifetime Members: Get a 20% discount on books, tapes, processing and training. Not on E-Meters.
    4. Lifetime AND International Member: Gets a 30% discount on books and tapes. 20% discount on E-Meters.

i. Examples of Invoices

1. Book Invoices:

QUAN.	DESCRIPTION	PRICE	AMOUNT
1	Dianetics, MSMH	4.00	
1	Problems of Work	1.00	
		5.25	
	Less 20%	1.05	
	(Tax on this amount)	4.20	4 20
	Delivered: Date (or) To be mailed:		
		Tax Total	17 4 37
Received by: <u>Mary Reception</u>			

2. Processing Invoice. Payment data taken from contract

QUAN.	DESCRIPTION	PRICE	AMOUNT
	25 Hours of Spiritual Guidance	700	
	Cash down	200	200
	Balance due	500	
	He pays \$41.00 I pay \$49.00 First payment Jan. 0, 19XX		
		Tax Total	200
Received By <u>MR</u>			

3. Training course Invoice. Payment data taken from contract.

QUAN.	DESCRIPTION	PRICE	AMOUNT
	HCA Course Spiritual Training	750.00	
	Cash down	250.00	250 00
	Balance due	500.00	
	11 pays \$41.00 1 pay \$49.00		
	First payment August X, 19XX		
		Tax Total	250 00
Received By		MR	

4. Distribution of Invoices

- a. White copy goes to the purchaser.
- b. Yellow copy is put in a basket at your desk. When you have time, distribute Book Invoices to the Comm Center basket of the Book Administrator; Training Invoices to the Comm Center basket of the Director of Training; Processing Invoices to the Comm Center basket of the Director of Processing; Memberships and other Invoices to the Director of Accounts.
- c. Pink Copy goes to Central Files (Addressograph) for address check and Inclusion in the person's C F folder.
- d. Goldenrod copy remains in the machine, undetached, and is collected after 2 PM each Thursday by the Director of Accounts. Dir. Accounts will give you the invoice number starting the new week. Record this number on your desk calendar for the appropriate date.

5. Incorrect Invoices

When an invoice is written incorrectly, void it and write one correctly. Don't try to make complicated corrections. VOID ALL COPIES, including the copy in the invoicing machine (Goldenrod copy). Write VOID in large letters across the face of the invoice, and in small letters across the final figures at the bottom right of the invoice. ALL copies of voided Invoices including the white copy must go to the Director of Accounts. Failure to include all copies may result in difficulties in auditing the books.

FIVE: MAKING APPOINTMENTS WITH THE REGISTRAR

Do not try to teach anyone the basics of Scientology. Your job is Reception and Routing, so receive a new person and route to the Registrar. Whether a person is there in person or on the phone, route to the Registrar. If the Registrar is not immediately available, make an appointment.

SIX: PERSONAL EFFICIENCY DEPARTMENT RECEPTION DUTIES

This will be covered in a separate part of the hat called Night Reception.

SEVEN: TO ATTEND STAFF MEETINGS (HCO WW Note: May not apply exactly to your Org).  
The Staff Meeting is held the first Friday of each month. All Staff attends.

EIGHT: TO KNOW AND CARRY OUT THE POLICIES OF THE ORGANIZATION.

Each Staff Member has three hats; Post Hat, Technical Hat, Staff Hat. These contain the Org. Policies. Learn them. You will be checked on them from time to time.

NINE: To make certain that persons who have no particular business here are not allowed to loiter on the premises. This speaks for itself. If you need help to eject someone, ask for it.

TEN: MISCELLANEOUS DUTIES

- A. The Reception area should be kept clean and neat at all times. See that there are plenty of ash trays available, and keep them clean. Keep your desk neat, and dust whenever it is necessary.
- B. Reception acts as a message center to some degree. This does not conflict with the Comm Center, but is an extra service for Staff, Preclears and Students. There is always someone on Reception.
- C. STABLE DATUM: Never leave your post without having someone cover the post, for you.
- D. Telegrams, Cables, Special Delivery Mail and Packages are usually delivered to Reception. Notify the Director of Accounts about any mail; notify HCO about books and tapes; All telegrams and cables are routed unopened to HCO; notify the Director of Material about any other deliveries.

If you have any questions concerning your Post or duties, check with the following Posts in this order:

1. Director of Promotion and Registration - your Department Head.
2. The Director of Administration.
3. The Organization Secretary.
4. The HCO Area Secretary.
5. The HCO Executive Secretary.
6. The HCO Continental Secretary.
7. L. Ron Hubbard.

#### NIGHT RECEPTION HAT

(Personal Efficiency Department Reception)

(HCO WW Note: This section may not apply literally to your particular Org)  
All the data in the Reception hat also applies to Night Reception. Night Reception is also P.E. Reception, and the following additional data is needed.

P.E. DEPARTMENT COURSES FOR WHICH NIGHT RECEPTION DOES SIGN-UP:

1. The Personal Efficiency Course: Class starts every second Monday 7.30 to 10.00 pm.
2. The Co-Audit Communication Course: Tuesday and Thursday 7.30 to 10.00 pm.
3. The Co-Audit Course: Monday, Wednesday, Friday, 7.30 to 10.30 pm
4. The Anatomy of the Human Mind Course: Tuesday and Thursday, 7.30 to 10.00 pm.

PROCEDURE FOR SIGNING UP P.E. COURSE STUDENTS:

Materials:

1. A desk or table.
2. A pad of white admission cards to the Personal Efficiency Course.
3. A pad of Invoices for "Free P.E. Course".
  - a. Pads are 4 1/4 by 7 inches in size and have a tan flexible card binding.
  - b. Pads are marked "FREE P.E. COURSE" in red ink on front cover.
  - c. Pads are further labeled: Sales Book-Triplicate 50 sets Rediform-Stock 5H52B.
4. A supply of releases entitled: "Personal Efficiency Course Release"
5. A supply of pens, at least 2. One for student, one for Receptionist.





RELEASES: A person signing up for the P.E. Course, Anatomy, Comm Course or Co-Audit should read, fill out and sign a standard release form.

RELEASE FORMS FOR ALL CATEGORIES ARE ROUTED TO ACCOUNTS. THESE ARE CONSIDERED VALUABLE DOCUMENTS, AND ARE STORED IN THE SAFE.

DON'T FORGET TO COLLECT MONEY, AND MAKE CHANGE IF NECESSARY. IF A LARGE AMOUNT OF MONEY GATHERS IN RECEPTION IN THE FORM OF CASH, CHEQUES OR MONEY ORDERS, GIVE IT TO THE DIRECTOR OF ACCOUNTS. NORMALLY THE CASH BOX IS LOCKED IN THE RECEPTION DESK AT THE END OF EACH DAY.

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