

BOARD POLICY LETTER  
31 OCTOBER 1963R  
REVISED & REISSUED 13 OCTOBER 1975 AS BPL

CANCELS  
HCO POLICY LETTER OF 31 OCTOBER 1963  
SAME TITLE  
Remimeo  
HCOs  
Reception Hat

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 book sales.
5. To route to the Registrar anyone wishing Training or Processing or information on Scientology (R).

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. 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. Route them to the Registrar 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 (R)", 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. NEVER give technical information in Reception.

E. Keep Reception area quiet. NEVER yell to a staff member about a phone call. Either ring them and tell them, or go see them.

F. 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 Director of Registration, Dissem Sec, Director of Training or 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 (R) 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 HAS 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 Treasury Sec 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 PUBLIC RELATIONS BUREAU OF THE (NEAREST) GUARDIAN'S OFFICE 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 who enters the building leaves with something solid, even if it is only a rundown sheet on our Introductory Courses.

THREE: HANDLING PHONE CALLS (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 DUnkirk 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.
- C. Outside Lines. All incoming calls use the number DUnkirk 8-3841, as this is our listed number. However, if line one is busy, a new call is automatically switched to line two. If both are busy, it is switched to line three. If all are busy, the caller gets a busy signal.
- D. 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 were 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, subject and 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 the terminal takes the call. Hang up.
- f. If the org terminal is not available, press line button and inform the caller. Offer to take a message. Write the message on a despatch and place it in the 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) Call.
  1. Do not accept incoming collect (Transferred charge) calls on org business.
  2. If in doubt, call the HES 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.

E. OUTGOING CALLS: LOCAL (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 despatches the Director of Disbursements as to the calls made for the week just ending.

G. COMMUNICATION LINE: (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 relay 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 Comm Line numbers is kept beside each phone.

4. Answer the Comm Line buzzer by pressing the Comm Line button, lifting the receiver, and giving the name of your post.

H. 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 HAS when he really wants information that the Registrar should provide.

FOUR: TO ATTEND STAFF MEETINGS (May not apply exactly to your org.)

The Staff Meeting is held the first Friday of each month. All staff attends.

FIVE: TO KNOW AND CARRY OUT THE POLICIES OF THE ORGANIZATION

Each staff member has three hats: Post Hat, Technical Hat, and Staff Hat. These contain the org Policies. Learn them. Apply them. You will be checked out on them from time to time.

SIX: 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.

SEVEN: 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 Income about any mail. Notify the Bookstore I/C about books and tapes. All telegrams and cables are routed unopened to HCO. Notify the Director of RAM about any other deliveries.

If you have any questions concerning your post or duties, straighten it out with the Hatting Officer in Department 1.

Peter Hemery

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by Flag Mission 1234 2nd  
Molly Gilliam

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