

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

Remimeo HCO POLICY LETTER OF 5 SEPTEMBER 1971  
HCO Hats

HCO RECEPTION

THE PURPOSE OF HCO RECEPTION IS TO BRING ORDER TO THE DESPATCH AND BODY TRAFFIC OF HCO, AND REDUCE THE DEV-T IN HCO SO THAT IT CAN GET ON WITH ITS BUSINESS OF FORMING STABILIZING AND EXPANDING THE ORG.

In a large busy org it is too much for one receptionist to handle both the public traffic and HCO's body traffic. When one reception tries to handle both the post becomes very hard to hold and errors occur.

At such a time, the correct action is to put on a separate receptionist for HCO only.

HCO is bothered by a great deal of body traffic yet much of its work has nothing to do with bodies but with files, org boards etc.

The answer is to have a Receptionist for the HCO Division itself as well as an org receptionist.

The HCO Receptionist handles all visitors, staff or public, to HCO and routes them properly or gets them appointments with HCO staff.

A small HCO waiting room exists.

The HCO Receptionist handles HCO's Comm Center (not the main org center but the Branch Comm Center of HCO as a Division).

The Receptionist has supplies of ~~the~~ various forms of HCO such as Routing Forms, personnel applications etc that he hands out on request.

He advises callers on whom to see about what.

He keeps the HCO's Divs own message lines and baskets straight.

He operates as traffic control.

He knows the whereabouts of HCO staff members and requires them to tell him where they are going so they can be found in emergency.

He keeps a log of HCO visitors.

When otherwise idle he can help keep up HCO correspondence.

He must realize that HCO generates much of its own Dev-T by not handling that which comes to it. When HCO rejects things it should handle back into the org, Dev-T is generated for the org.

Therefore HCO Reception tries to get things coming to HCO handled by HCO.

As permitting a division to backlog is also a source of Dev-T and repeated visits he keeps in his log a note of repeat visits by outsiders and warns the HCO Cope Officer what part of HCO is backlogging and needs to be brought up to date.

A lot of the confusion in HCOs is generated by the lack of an HCO Receptionist. Executing the purpose of the post can greatly improve any HCO.

L. RON HUBBARD  
FOUNDER

LRH:nt  
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