Standard Operating Procedure (SOP): Opening and Closing Setup Procedures for the Reception Area

This SOP details the **opening and closing setup procedures for the reception area**, including preparation of the reception desk, ensuring all necessary equipment is operational, checking cleanliness and organization, securing confidential documents, managing visitor logs, and setting the area for the start and end of the business day. The goal is to maintain a professional, safe, and welcoming environment while ensuring security and efficiency in daily operations.

1. Scope

This procedure applies to all reception staff responsible for the setup and closure of the reception area.

2. Responsibilities

- Receptionist/Front Desk Staff
- Office/Facility Manager (oversight)

3. Procedure

3.1 Opening Setup Procedures

1. **Arrive Before Scheduled Opening:** Arrive at least 15 minutes before official opening time.
2. **Check Reception Desk:**
   - Ensure desk is free of clutter and clean.
   - Sanitize surfaces if needed.
   - Restock supplies: pens, notepads, visitor badges, etc.
3. **Power Up Equipment:**
   - Switch on computers, phones, printers, and other necessary devices
   - Log in to required systems and applications
   - Test phone systems and intercoms for functionality
4. **Review and Prepare Visitor Log:**
   - Open visitor management system or prepare the manual log book
   - Ensure confidentiality and previous day's logs are securely stored
5. **Check Cleanliness and Organization:**
   - Ensure all seating is arranged neatly
   - Remove any trash or personal items left from previous day
   - Confirm promotional materials, magazines, etc. are tidy and up to date
6. **Security Review:**
   - Ensure physical and digital confidential documents are secured
   - Check access controls and ensure restricted areas are locked
7. **Set Up Signage:**
   - Display open/closed signs as appropriate
   - Update any meeting room or visitor information boards

3.2 Closing Setup Procedures

1. **Prepare for Closure:**
   - Inform any remaining visitors of pending closure
   - Stop accepting new visitors as per policy
2. **Shut Down Equipment:**
   - Log off computers and shut down all non-essential devices
   - Turn off lights and electronic displays, as required
3. **Secure Documents:**
   - Lock away confidential files and correspondence
   - Store visitor logs securely (digitally or in locked cabinets)
4. **Clean and Organize Desk:**
   - Remove all personal items and trash
   - Sanitize the desk and commonly touched surfaces
5. **Check Security:**
   - Ensure all doors to restricted areas are locked
   - Activate alarm systems if required
6. **Final Walkthrough:**
   - Inspect the area for cleanliness and security
   - Arrange furniture as needed for next business day

7. **Close Reception Area:**
   - Display closed signage
   - Turn off entryway lights, if appropriate
   - Exit and lock the reception area

4. Documentation

- Visitor Log
- Daily Opening/Closing Checklist (signed by staff)

5. Review

This SOP should be reviewed annually or after any incident or change in procedures.