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A PRACTICAL GUIDE FOR BRISBANE AND QUEENSLAND WORKPLACE TEAMS

A clearer arrival.

Start with the person at the door.

Use this guide to review how visitors find reception, understand the next step, complete relevant information and leave. It is an operational worksheet, not a compliance assessment or a claim that one process suits every workplace.

01 Walk the first visit.

Ask someone unfamiliar with your reception to find the starting point. Note every question they need to ask. Check signage, kiosk readability, phone instructions, host selection and an accessible way to get help.

02 Make the next step clear.

Separate entering details, completing an induction and confirming arrival. Show a clear confirmation when check-in succeeds. Provide a visible help path when a device, connection or form cannot be used.

03 Review what you collect.

For each requested field, write down its purpose, who uses it and when it is no longer needed. Keep unrelated marketing choices separate. Ask your responsible privacy or legal adviser about requirements specific to your organisation.

Relevant information. A useful return visit.

04 Give each page one job.

Lead with what the visitor needs to know or do. Use a relevant image where it explains something faster than a paragraph. Add a question only when the answer helps you check understanding or take the right next step.

05 Read it as a visitor.

Remove internal abbreviations. Check text size, contrast and image descriptions. Acknowledge when video cannot be heard or viewed, and provide the information in another usable form. Test with the devices actually used at reception.

06 Plan the return visit deliberately.

Decide which visitors may use a refresher and what makes an earlier completion current. Check identity recognition, expiry, changes to instructions and the path for visitors who need the full journey again. A shorter visit still needs a clear check-in confirmation.

07 Close the loop.

Make departure instructions easy to find. Decide who reviews unconfirmed departures and how exceptions are resolved. Recorded attendance is a record of actions, not proof of physical presence. Keep emergency procedures and physical accountability checks in place.

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TEAM WORKSHEET

Run a 20-minute reception review.

Starting point

Can a first-time visitor see where to begin?

Host and help

Can they identify their host and get assistance?

Induction

What must they remember or complete?

Confirmation

How do they know they are checked in?

Return visit

When does a refresher apply, and when does it not?

Departure

What should they do before they leave?

Agree on one improvement, one owner and a review date. Repeat the walkthrough after the change. This guide is general operational information; workplace risk, accessibility, privacy and legal requirements need your own review.

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