

# ReceptionistPlus Service

Personalized call answering, transfers  
& messaging for multiple staff

**RECEPTIONHQ**



# Why use a virtual reception service?

Here are our customers' top 10 business benefits.

## Top 10 benefits:

1. **More leads** - no more missed calls or voicemail hangups
2. **Instant scalability** - we scale our staff to meet your demand
3. **Less interruptions** - more time to focus
4. **24/7 Availability** - including weekends, after hours and through the night
5. **Great first impression for callers** - answered in <4 rings on average
6. **Consistent customer experience** - answered in your company name
7. **Call screening** - don't waste time on low priorities
8. **Cost effective** - simply pay for the calls we take
9. **No HR headaches** - no sick days, lateness or holidays
10. **No training of new staff** - we manage onboarding

# ReceptionistPlus.

We answer your calls as though we are sitting at your front desk.

## 24/7 live call answering

Days, nights, weekends, holidays  
US-based receptionists  
Call quality monitoring

## Call transfers

Choose your availability  
Transfer to landline or mobile  
Screening for urgent transfers

## Enquiry handling

Customized greeting  
Focus on lead capture  
Confirm important details

## Instant messages

Up to 5 data points collected  
Messages by email/SMS  
Free online portal

## Business info provided

Advise your business location  
Hours of operation  
Typical return-call timeframe

## Individuals or teams

Unlimited staff directory  
Personalized reception instructions  
Messages to specific staff

# How it works.

How we setup for success.



## 1 Tell us about your business.

We co-design your preferred greeting, optional script, staff contact list and where to send your messages.



## 2 Forward your calls to us.

Your callers dial your regular business phone number, which is forwarded to our receptionists.



## 3 We answer for you.

Your calls are answered by a ReceptionHQ receptionist using your business name and we capture their details for you.



## 4 Receive messages instantly.

After each call, you immediately receive a message via email or text with all of the relevant details.

# You choose which calls we answer

We can answer all calls or some calls - you decide.

## All calls all of the time



All calls forwarded  
Seasonal or ongoing  
Scales to your call volume

## Certain times of day



After hours only  
Lunch times or during meetings  
Weekends

## Overflow only



When your lines are busy  
After a certain number of rings  
During periods of peak demand

## Short-term answering



During staff events or training  
Holiday and leave coverage  
Cover for staff absenteeism

# We tailor to your industry.

Regardless of your industry, we strive to meet your business needs.



Real estate & property management



Financial services



IT, tech & communications



Franchise organizations



Tourism, travel & hospitality



Allied health services



Corporate & government



Human resources



Medical & dental



Building, construction & HVAC



Marketing, media & advertising



Non profit



Legal



Retail & eCommerce



Small Business

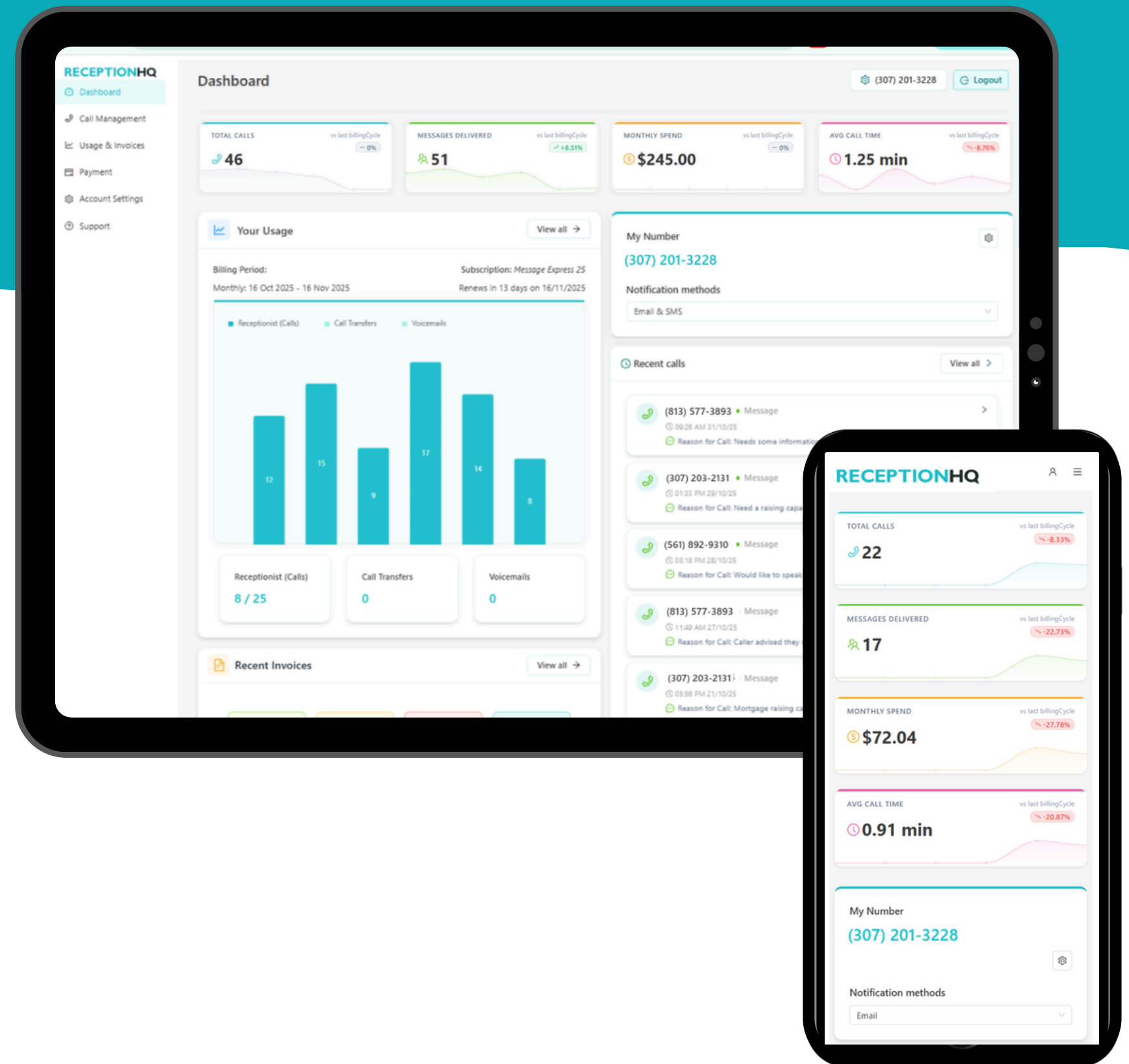


Education & training

# Run your business from wherever you are.

Our online portal is feature packed:

- Update your call availability instantly
- Check your call and message log
- Provide temporary updates to your receptionists
- Block unwanted callers
- Add/remove staff members for transfers & messages
- Create a call answering schedule
- Change your greeting
- Add/remove message capture fields
- Update business opening hours
- Update business information
- View/pay bills
- Set low balance notifications



# Pay as you go or choose a monthly volume.

**\$35 /mth + PAYG calls for \$2.99 each**

OR

Included calls	Monthly cost
25	\$ 80
50	\$ 135
100	\$ 260
150	\$ 385
200	\$ 505
250	\$ 630
300	\$ 755

Excess call charges apply when included allowance exceeded. [See T&Cs](#) for details.

## Features.

- No lock-in contract
- Free local number
- Free email messaging
- Free voicemail to email
- Free plan changes anytime
- Free online portal
- Schedule your availability
- Customized greeting
- Collect up to 5 caller details
- Answer basic questions
- Advise business location
- Provide return call timeframe
- Call transfer options



# Only need basic messaging?

## MyReceptionist 15

**\$39 /mth**  
for 15 calls

- Customised greeting
- Collect name, number & message from caller
- Advise business location
- Provide return call timeframe
- Call transfer options

## Features.

- No lock-in contract
- Free local number
- Free email messaging
- Free voicemail to email
- Free plan changes anytime
- Free online portal
- Schedule your availability
- Customised greeting
- Collect up to 3 caller details
- Answer basic questions
- Advise business location
- Provide return call timeframe
- Call transfer options

Excess call charges apply when included allowance exceeded. [See T&Cs](#) for details.  
MyReceptionist 15 includes capture of three caller details.

# Optional extras.

For an even more tailored experience.

## Message delivery & transfers

Messages via text	\$ 0.05 p/msg segment
After hours calls*	\$ 0.30 p/call surcharge
Call transfers	\$ 0.30 p/successful transfer \$ 0.15 p/unsuccessful transfer

## Other add-ons:

Interactive Voice Response (IVR)  
Call diversion  
Virtual address

## Phone numbers & staff contacts

Local phone number	\$ 10 p/month p/additional number (first one free)
Toll-Free number	\$ 20 p/month
Additional contacts	Tiered from \$ 5 p/month

\* After hours refers to calls answered by ReceptionHQ outside of 5am to 7pm Mon-to-Fri in Mountain Standard Time (MST) and on United States Federal Holidays.

# What our clients say.

We're honoured to be the first impression for so many businesses



**Outstanding!**

“ ReceptionHQ is OUTSTANDING! All incoming calls are answered with a friendly, professional greeting. Great low monthly fee... highly recommend!

**Van Shaw**



**Extremely professional**

“ ReceptionHQ changed my life and the way I operate my business. Best virtual reception company out there. The operators are extremely professional. Highly recommend.

**Better Business Concepts**



**Very responsive**

“ They are easy to deal with...very responsive and their portal for customers makes additions and changes very convenient. I highly recommend.

**Paul Ruffino**



**Let ReceptionHQ help  
your business grow.**



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[www.receptionhq.com](http://www.receptionhq.com)

or Start your

**7-day free trial**