



## Solution

# The reception guide

**Make use of a reception guide with visuals and written information to inform users and exchange knowledge between professionals.**

## Objectives

- A reception guide is a useful tool for the front desk to inform users about the organization Cité des métiers and its Network of partners. The reception guide includes instructions on how to use certain equipment and tools in the LLGC or services. It helps the professionals to structure information and share content with professionals working in LLGC

## Impact

- Helps to understand the organization and network
- Organizes the information in a clear and logical way, user friendly
- Provides a glossary with up-to-date information about the members of the relevant departments (including phone numbers, email addresses and information about LLGC topics)

## Key figures

- 100 professionals from 30 different organizations work in Cité des métiers
- Available in pdf or paper format
- Information is on site and guide update regularly
- Useful work tool for receptionists and handy at all times
- Important for training new employees
- 6 Reception desk officers (bilingual)



**DESK  
RESET**



Cité des métiers  
Beroepenpunt  
brussels 