

Front Desk Triage Card

A printable card for the front desk. Four tiers. One rule. Ten-minute training, ten-day habit.

TIER 1

Person in front of me

→ Full attention. Nothing else exists.

TIER 2

Phone ringing

→ Answer within 3 rings.

→ If in Tier 1: voicemail + call back in 5 min.

TIER 3

New WhatsApp / DM from a prospect

→ Respond within 30 min (business hours).

→ First response = human, not template wall.

TIER 4

Everything else

→ Before first client / between clients / after close.

→ Never during Tier 1-3 moments.

*When in doubt: **the person in front of you wins.***