



Standard Operating Guideline	
SOG Name:	Procedure for Greeting & Announcing Visitors
SOG Number:	400.13
Standard:	TBD
Guideline Owner:	Administration
Implementation Date:	June 18, 2021
Date of Last Revision:	June 18, 2021
Authority:	Larry H. Williams, Jr, Fire Chief

PURPOSE: To establish a uniform and professional procedure for greeting and announcing visitors and guests at the Dothan Fire Department facilities.

A. GENERAL

Any person that visits or has business at any Dothan Fire Department Facility will be treated in a respectful and courteous manner.

B. GUEST AT A FIRE STATION

When a visitor arrives at a fire station, at least one member assigned to the station should greet the visitor at the door. He/she should inquire as to the needs of the visitor or whom they would like to see. If the visitor is there to see an officer or a sergeant, the member should be announced or introduced by rank. If the person the visitor is there to see is not immediately available, the guest should be escorted to the living area and offered a place to sit and wait.

At no time should the guest be escorted beyond the dayroom or engine bay.

C. GUESTS AT THE FIRE ADMINISTRATION BUILDING

When visitors arrive at the fire administration office to see a member of the fire administration staff, the person greeting the guest should:

- a. Inquire as to who the person(s) wishes to see
- b. Ask for *their* name(s)
- c. Determine if they are representing a business or company
- d. Determine the nature of business

Once this information is gathered, the person greeting the guest should call the staff member's extension. They will announce the visitor's name, the company they represent and/or briefly what they want. If the staff member is not able to see the visitor immediately, they should be asked to have a seat and wait.

AT NO TIME SHOULD A GUEST BE TAKEN DIRECTLY TO SOMEONES OFFICE OR PAGED OUT "YOU HAVE A VISITOR UP FRONT".

This announcing procedure is unprofessional, it puts the staff member in an awkward situation by either having someone standing at their door while they are on the phone or by having to walk up front not knowing who is there or what they want.

The staff member should then come to the lobby and greet the guest(s), or have the guest(s) directed to the staff member's office.

(Signature on File)

Larry H. Williams, Jr.

Fire Chief

DOTHAN FIRE DEPARTMENT