PRACTICAL E-BOOK + WORKSHEET

The Reception Test

How independently does your access process work?

An automated barrier does not tell you how much work access creates. Use a typical busy week to see where guests, visitors and vehicles get stuck - and how much reception time it takes to help them.

1

Assess the process

Score the 12 checkpoints on page 2. Look at what happens in practice, not just what the software can do.

2

Measure a full week

For 7 days, record every access intervention and the time spent. Use the weekly log on page 4.

3

Start with the biggest cause

Review your score on page 3. Then identify the three causes that create the most unnecessary interventions or staff minutes.

A score of 24 is not the goal.
Zero unnecessary interventions is.

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01 The 12 checkpoints

Enter 0, 1 or 2 for each row, based on the past week. Use N/A only when the process does not apply to your location.

Checkpoint	0 points	1 point	2 points	Score
Main guest arrival	Help regularly needed	Help sometimes needed	Fully automatic	
Incorrect number plate	Reception must change it	Staff help remotely	Guest can resolve it	
Different car from booking	Reception needed	Partly self-service	Fully self-service	
Second car	Arranged manually	Partly automated	Guest arranges it	
Early arrival	Staff decide	Rules + occasional intervention	System applies the rules	
Guests' visitors	Via reception	Registration only is automatic	Registration + payment + access automatic	
Parking / visitor payment	Reception or cashier	Partly online	Fully online	
Plate not recognised	Phone or intercom	Staff check	Effective automatic fallback, e.g. QR/PIN	
Booking changed	Re-entered manually	Occasional delay or intervention	Automatically synchronised	
Arrival outside opening hours	Not possible or staff needed	Ad hoc workaround	Independent arrival	
Departure	Regular intervention	Occasional intervention	Automatic	
Exceptions	"Call reception"	Partly documented	Clear self-service or fallback	

If a row has several parts, score the least independent applicable step. No paid visitor parking? Assess registration and access only. Mark any process not observed this week as still to assess; do not assume it works automatically.

02 What does your score mean?

Points earned	Checkpoints scored*	Score out of 24

Scored all 12 checkpoints? Add up the points: maximum 24. With N/A entries: points earned ÷ (2 × number of scored checkpoints) × 24. Round to a whole number. For example: 16 out of 20 becomes 19 out of 24.

* Number of checkpoints given 0, 1 or 2. With none scored, no score can be calculated. Unobserved processes make the result provisional; assess them later. The bands below are a guide, not a certification.

0-8

The barrier is automated. The access process is not yet.

Reception is an essential part of the access process. Reducing reliance on reception will be difficult without changing the process.

9-16

The typical guest can enter independently.

The basics are in place, but exceptions still create regular work. That is probably where the next major automation gain lies.

17-21

Less reliance on reception is realistic.

Most situations are handled without staff. Focus on the remaining interventions and the time they take.

22-24

Almost independent.

Most common exceptions are covered as well as normal arrivals. Reception mainly steps in for genuine exceptions.

Minutes make the impact tangible

Example: 84 interventions × an average of 4 minutes = 336 minutes, or 5.6 reception hours per week. If 35 interventions concern visitors and 22 involve incorrect or changed plates, you know where to start.

03 Your week at a glance

Location

Week / dates

Completed by

Number of arrivals

Track 7 days. Count each intervention once, under its main cause. Record the actual staff minutes spent; when two staff members help, add the time spent by both.

Access intervention	Count	Minutes
Barrier opened manually		
Number plate changed		
Booking looked up / checked		
Visitor helped manually		
Parking or payment query resolved		
Second vehicle arranged		
Early / late arrival resolved		
Technical fault / fallback		
Other access intervention		
Total		

Total minutes ÷ 60 = reception hours per week

Our three biggest causes

For each cause, record the count or minutes and the first improvement.

01

02

03

After an improvement, repeat the measurement in a comparable week. Use arrival numbers as context; a quieter week does not automatically mean a better process.