

Next Steps Tool for Chapter 4

1. What qualitative and quantitative data do we have access to that can inform us of our staff's customer-service efforts?
2. What areas could we improve in our school building to create a positive, welcoming, and lasting first impression for families, students, teachers, and visitors?
3. What specific customer-service training have we provided for our front office staff and teachers? What additional training may they need?
4. In examining the various events and opportunities for parents and families we host at our school, which events do parents, families, and community members best receive?
5. Is the current school and district policy for school visitors congruent with exemplary customer-service expectations? If not, how can we improve?