



**Faculty Meeting Agenda**  
**Tuesday September 17, 2019**  
**2:30 p.m. Art Room**

I. Possible Car Line program to start next semester	Mrs. Weiss-Schnur
II. Updates on Safety	Mrs. Weiss- Schnur/Deputy Marchese
III. Bridges Training	Mrs. Glancy
IV. All other district trainings	Mrs. Glancy/ Mrs. Celestin
V. Customer Survey results (reminders to be emailed)	Mrs. Victoria
VI. Union Speaking to group	Mrs. Srebnik, Martin, and Reutershan



2019-2020

*Merideth Weiss-Schnur, Principal  
Jennifer Glancy, Assistant Principal***KINDERGARTEN (9)**

Maria Bello \* *MB*  
 Rebecca Fuhrmann  
 Monica Jacobs *MB*  
 Allison Kaplan *MB*  
 Ashley O'Neil *AS*  
 Theresa Pratt  
 Valerie Ryan  
 Alexandra Simon *AS*  
 Amanda Solomon *AS*

**Multiage (4)**

Michele Goldstein- K/1 \* *ke*  
 Amanda McCormack- K/1 *AGW*  
 Jennifer Barnhart- 2/3 *MB*  
 Scott Lennertz- 2/3 *L*

**GRADE ONE (9)**

Erica Alexander *EA*  
 Carrie Ferlazzo *CF*  
 Caitlyn Kurzenberger *CK*  
 Roslyn Levine (G) *RL*  
 Gianna Matchniff *GM*  
 Dana Melita *DM*  
 Fran Nattis *FN*  
 Heather Randazzo *HR*  
 Pilar Zenere \* *PZ*

**GRADE TWO (9)**

Melissa Carrasquillo *MC*  
 Marissa Diamond *MD*  
 Lori Lederberger  
 Heidi Martin \*  
 Melissa Marty *MM*  
 Lisa McDowell *LM*  
 Jade Tolomeo *JT*  
 Jody Wentico  
 Lori Wyner (G) *RW*

**GRADE THREE (8)**

Kerry Betts *KB*  
 Kim Bourdeau (G) *KB*  
 Nicole Davies  
 Amy Finkelstein *AF*  
 Ashley Mikelstein (Eisenstadt) *AM*  
 Sivan Nir *SN*  
 Jaime Piechocki *JP*  
 Adam Sage \* *AS*  
 Janet Shulak (G) *JS*

**GRADE FOUR (9)**

Angela Gibson \*  
 Stephanie Giovanello *SG*  
 Jamie Haggerty *JH*  
 Rosanne Johnson *RJ*  
 Leticia Konter (G) *LG*

*Tanya Tandellaya***GRADE FIVE (8)**

Christina Abrams *CA*  
 John Gibson \* *AG*  
 Heather Kontos *HK*  
 Daphne Robins *DR*

Jenny Adams

Abbie Klosky *AK*Gloria Kos \* *OK*Garth Worthington *GW***VE (2)** Charisse FearonValerie Galietti *VG***SPEECH (1)** Anne Reutershan**RESOURCE SUPPORT (1)**- Karen Rivas *GR***SPECIALS (5)**

**ART -** Patti Victoria \* *PV*  
**MEDIA -** Debbie Kowalski *DK*  
**MUSIC -** Calva Richardson *CR*  
**P.E. -** Meridith O'Rourke *MO*  
**TECHNOLOGY-** Sara Srebniak *SS*

**SUPPORT STAFF (4)**

**LITERACY COACH** Celia Marino  
**LITERACY COACH** Rachel Cunningham  
**SCHOOL COUNSELOR** Shakira Celestin *SC*  
**ESE SPECIALIST** Lisa La Branche *LLB*

**ESP Educational Support Professional (6)**

Patsy Caines Diaz, Maria Catherine Giummo  
 Astrid Palacio-Perez Marissa Ross Joe Talluto

**OFFICE STAFF (5)**

Confidential/Bookkeeper	Connie Ginn
IMT	Adelle Peets
General Clerk	Kimberley Rodriguez
General Clerk	Katie Curran
TLC	Claudiu Verba

**FACILITY STAFF (5)**

Hector Acevedo	<b>Head Facilities Serviceperson</b>
Alba Posada	Asst. Head Facilities Serviceperson
Ben Bauer	Facilities Serviceperson
Jamel Sapp	Facilities Serviceperson
Michael McMahon	Facilities Serviceperson

**CAFETERIA STAFF (5)**

Karen Corelli- Manager	Lou Perez
Angela Staudinger	Adrienne Graham
	Waleska Moraes

**Campus Monitor:** Adrian Vassell

TEACHERS: 57	ESPs: 6
SPECIALS: 5	OFFICE: 5
ESE/Resource Support: 4	FACILITIES: 5
SUPPORT STAFF: 4	CAFETERIA: 5
Instructional: 70	ADMIN: 3
Non-Instruc.: 23	
<b>TOTAL: 95</b>	

District Support **KidCare 1****Total**

## Providing Quality Customer Service

(Adopted from Anchorage Public Schools)

We all know that customer service is important. We all know that we should be pleasant and helpful to those with whom we interact. This document is designed to give you practical tips on customer service to help bring your customer service skills to the next level. In doing so, you'll not only help maintain the good reputation of your school, you'll help to make your job less stressful.

**Question: Who are your customers?**

- parents
- students
- taxpayers/citizens
- co-workers
- all of the above

Hopefully, you said e) all of the above. Without internal teamwork, promoted by excellent internal customer service, an organization struggles to provide external customer service.

**Creating a culture of customer service**

“Customer service is not a department, it’s an attitude.” – Anonymous

Every parent and community member should feel comfortable and welcome at our schools. The difference in providing good customer service to outstanding customer service is understanding what customers want and need.

- Everyone wants to feel welcome and important. Visitors and co-workers want answers and resolutions to their problems and requests.
- People want to be understood—to feel that their opinions, wants and needs are worth listening to and acting upon. In situations where it is not possible to provide your customers with what they want, how you treat them while trying to solve their issue will go a long way toward how they perceive customer service at your workplace.

**The ABCs of excellent customer service include:**

- A. Appearance**—yours and your workplace
- B. Behavior**—how you handle conflict
- C. Communication**—written, oral and electronic

How you say what you say is often the most meaningful part of your communication. Body language and tone of voice can completely change the meaning of your words. In fact, most of your communication is non-verbal, which is why email should not be used to solve emotional, contentious or confrontational issues.

***Customer service is everyone's job at your school whether or not you interact with the public.***