



**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<br>(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 \*  
Rebecca Fuhmann  
Monica Jacobs  
Allison Kaplan  
Ashley O'Neil  
Theresa Pratt  
Valerie Ryan  
Alexandra Simon  
Amanda Solomon

# Multiage (4)

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

# GRADE ONE (9)

Erica Alexander  
Carrie Ferlazzo  
Caitlyn Kurzenberger  
Roslyn Levine (G)  
Gianna Matchniff  
Dana Melita  
Fran Nattis  
Heather Randazzo  
Pilar Zenere \*

# GRADE TWO (9)

Melissa Carrasquillo  
Marissa Diamond  
Lori Lederberger  
Heidi Martin \*  
Melissa Marty  
Lisa McDowell  
Jade Tolomeo  
Jody Wentico  
Lori Wyner (G)

# GRADE THREE (8)

Kerry Betts  
Kim Bourdeau (G)  
Nicole Davies  
Amy Finkelstein  
Ashley Mikelstein (Eisenstadt)  
Sivan Nir  
Jaime Picchocki  
Adam Sage \*  
Janet Shulak (G)

# GRADE FOUR (9)

Angela Gibson \*  
Stephanie Giovanello  
Jaimie Haggerty  
Rosanne Johnson  
Leticia Konter (G)  
Caryn Provenzano  
Luis Rolon  
Renee Serrano (G)  
Tyana Suriano

# GRADE FIVE (8)

Christina Abrams  
John Gibson \*  
Heather Kontos  
Daphne Robins  
Jenny Adams  
Abbie Klosky  
Gloria Kos \*  
Garth Worthington

# VE (2)

Charisse Fearon  
Valerie Galiotti

# SPEECH (1)

Anne Reutershan  
RESOURCE SUPPORT (1)- Karen Rivas

# SPECIALS (5)

ART - Patti Victoria \*  
MEDIA - Debbie Kowalski  
MUSIC - Calva Richardson  
P.E. - Meridith O'Rourke  
TECHNOLOGY- Sara Srebnik

# SUPPORT STAFF (4)

LITERACY COACH Celia Marino  
LITERACY COACH Rachel Cunningham  
SCHOOL COUNSELOR Shakira Celestin  
ESE SPECIALIST Lisa LaBranche

# 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  
Alba Posada  
Ben Bauer  
Jamel Sapp  
Michael McMahon  
Head Facilities Serviceperson  
Asst. Head Facilities Serviceperson  
Facilities Serviceperson  
Facilities Serviceperson  
Facilities Serviceperson

# CAFETERIA STAFF (5)

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

# Campus Monitor: Adrian Vassell

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

TOTAL: 95

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.***