



# FAMILY AND COMMUNITY ENGAGEMENT PLAN

## 2024/2025

### Customer Service

**Directions:** After reviewing the draft customer service standards, consider two scenarios: one providing exceptional interaction and one that should be improved. Identify the positive interaction that demonstrates exceptional customer service. Elaborate on the positive features of the interaction. Identify an interaction that could have been handled differently. Elaborate on the scenario needing improvement and identify actions to improve the level of customer service in the future.

#### **Scenario One:**

Student was having a lot of anxiety about coming to school. Parent contacted our school counselor to see what support her daughter could receive. Our school counselor allows her to stand with her in the morning if she needs to, and the school counselor will walk her to the cafeteria or her classroom, if needed.

#### **Identify positive features of this interaction:**

Child's anxiety is reduced.

Child feels safe.

Parent felt supported.

**Scenario Two:**

Student's parents are going through a custody battle. The father of the child contacted our counselor for support. The child was court ordered to attend our school, but the mother had the child enrolled at a school in another county.

**Identify actions to improve the level of customer service in scenario two:**

The school counselor and assistant principal provided the father with resources that could assist him in following the court order.

**Comments:**

It takes many people to help care for the needs of our students. Office staff, Administration, Guidance, and teachers collaborate to discover best outcomes for the child's academia and well-being.