



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:

Throughout the school year, MLE hosts numerous events for families, students, and community stakeholders. Each event centers around core subject, mindfulness, and/or community and family

involvement. Recently, we've held monthly Literacy Showcases for each grade level and their parents.

The Literacy Showcases focus on a grade level specific book and students, teachers, and parents are able to participate in hands-on literacy based activities through centers. The Media Center and the adjoining hallways get transformed to feel as though you are in the scene from the grade level specific book.

Identify positive features of this interaction:

Parental and community involvement is key to sustaining a positive school culture and climate.

Many parents that have attended the Literacy Showcases have shared positive feedback on the events. The Literacy Showcases promote the love and importance of literacy to not only the students but the parents as well.

Scenario Two:

Recently we've had a few rainy day dismissals that causes students to be dismissed after the set dismissal time. Once there is lightning within a certain range of the school, the first priority is our student's and staff's safety. Due to this, parents become upset with school personnel.

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

Communication of weather impeding dismissal is always announced to parents within a timely manner. Parents receive phone calls and emails of any delays in dismissal. When parents come in to express their concerns, we communicate with them about our procedures to ensure the safety of our students and staff members.

Comments: