

Customer Service

Customer Service is our top priority for our students, parents, teachers, and visitors. We strive to provide a positive and friendly attitude to all stakeholders in every situation.

Scenario 1: Providing Exceptional Customer Service

Rickards front desk clerical staff member provided excellent customer service to an upset parent of a 6th grader. The mother came to the school at 8:15 in the morning. As the clerical staff member walked into work, she met the mom at the front office entrance. The mother explained why she was at school. The school doesn't open until 8:30 but the clerical staff member saw how upset the mom was that she let the parent in a bit earlier. This validated the parent and made her feel like her concern was of priority. The clerical staff member took the time to fully listen to the parent's concern which was related to a fight in the classroom the previous day. Unexpectedly, the school was put on a Secure due to a suspicious citizen lose and running from police outside of school grounds. The clerical staff member had to help parents including the one is upset stay calm and understand the safety protocols that were happening at that moment. As soon as the secure was lifted, clerical staff called the administrator to go to the front and handle the situation. From the moment that parent arrived at the school, she was heard, supported, and validated by the clerical staff member.

Scenario 2: Needing improvement.

Communication regarding operational tasks is very important among staff members. When a gap in communication exists, moral has the potential of being affected and productivity may be reduced.

A last-minute meeting was called by the principal and an important stakeholder. The meeting had to be held in the school's conference room which happened to be previously scheduled for state testing that same day. Principal reached out to administrator to switch testing location so that the conference room was available. Administrator called testing coordinator and pinpointed a classroom that would be available to test in. That classroom was of a science teacher who would was scheduled to have planning the first period of the day. A gap of communication occurred when the administrator nor the testing coordinator told the science teacher that testing was going to occur in the class. Instead, the testing team set up and when the classroom teacher arrived, she was taken by



surprise that without her knowing testing was being set up and no one told her. She was then displaced unfortunately out of her classroom. The teacher was upset and sent an e-mail, rightly so, to all parties involved, asking for courtesy communication in the future. The administrator replied with the following message "I fully understand your concern. My apologies for the gap in communication. I take responsibility for this as I worked together with Santiago in deciding to use CR3. Next time, the testing team and I will ensure that prior to a classroom, in this case yours, is used last minute, a quick call or e-mail is sent to the teacher as a courtesy". The school will work to improve communication among operations.