



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: ____ In order to improve customer service within our Counseling department a comment form is given to students and parents to provide feedback on their experiences with counseling.

Identify positive features of this interaction:

The use of the comment form allows our Counseling department an opportunity to get some authentic feedback and see areas of success and gaps, and address them as needed.

Scenario Two: We had our annual 9th Grade Parent Night on August 7, 2024. A survey was provided which asked parents various questions on why they selected South Plantation for their child.

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

The feedback given from the survey allowed us to see what were some of the other schools considered, which programs students were looking forward to most, and what their main concerns were.

Comments:
