



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: Here at Coral Park, we organize community outreach drives to support various needs of our students and their families. Throughout the month of November, we collect nonperishable food and distribute right before the Thanksgiving break to our families identified as needing this extra support. These families came to the back office where they can discreetly pick out the specific food items that fit their family's needs. We have had positive reactions from our families who participate in this program each year. Every year we hear how appreciative they are for the school's generosity. This has created a positive link between the school and the community.

Identify positive features of this interaction:

Parents were happy about the accommodations we made to distribute food in a discreet way. Parents are also happy about the connection being made between them, the school, and the community.

Scenario Two: Tours of our school are given to encourage parents to enroll their children at Coral

Park. Parents, along with their child, get to see what the “day in the life” of a typical student at our school would entail. Through the process families see the grade-level classrooms the children would join, along with visiting other common areas such as the art room, music room, cafeteria, and media center. During one of these tours the grade-level classes were at recess and there were no students in the classrooms. The parent requested to visit the classroom while students were working.

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

Collaborate with classroom teachers to review classroom schedules and parents to align expectations.

Comments:

Coral Park Elementary encourages all staff members to provide positive and exceptional interaction with all stakeholders. Feedback is always welcomed and encouraged in order to continuously improve our customer service.