



## 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:** *RETURNING A PARENT PHONE CALL IN A TIMELY MANNER*

**Identify positive features of this interaction:**

Falls under behavior- being courteous and respectful in interactions, being timely in response to parent concerns, shows that staff is willing to communicate with families

**Scenario Two:** *NOT RETURNING A PARENT PHONE CALL WITHIN TWO DAYS*

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

Shows staff do not have interest in student or the family concerns, is not respectful, is not timely and is not conducive to problem-solving. Staff will need to understand expectations to communicating in a timely manner, how to have a parent conference and how to problem solve.

**Comments:**

All our staff knew how to appropriately tackle timely response and what adds to healthy staff to parent communication.