



CORE VALUES & SCORING INDICATORS

Welcoming Environment

- Employees demonstrate evidence of creating an inviting and family-friendly environment.
- Employees wear identification badges at all times.
- All facilities are easy to navigate with visible signage that's easy to understand
- All facilities have school or office hours posted.
- All signage is written in a positive manner or tone, directing visitors to the main office.
- Employees will acknowledge and greet each customer with a smile and friendly tone.
- If serving another customer at the time, politely ask if they would mind signing in and waiting until you have finished assisting the customer with whom you are currently working.
- An area for visitors to sign-in is clearly labeled.
- Seats are available for those who must wait to be served.
- Customer comment box is visibly displayed or information is posted for customers to provide feedback about the visit.
- Thank parents, visitors and community partners when they sign out.
- Other _____

Orderly Environment

- Main office areas are orderly and neat in appearance.
- The office is restricted to employees who work in the area or customers who need assistance.
- Pleasant attitudes and eagerness to provide assistance are evident.
- Procedures are in place to report or escalate concerns for follow-up.
- Other _____

Respectful and Responsive Communication

- Employees communicate in a way that is courteous, respectful, and provide customers with a personalized experience.
- Employees will answer the telephone within three rings, and in a friendly manner, using the name of the facility and the staff member's name. For example, "Good morning or Good afternoon. Thank you for calling Lamar Middle School. This is John Smith. May I have your name?"
- Students who assist in the office will identify themselves by indicating, "student speaking...how may I assist you?"
- Employees utilize active listening techniques in all customer interactions.
- When a staff member is out of the office for more than one business day, voicemail and email features are activated to provide options for immediate assistance and information regarding the employee's return.
- Responses will be timely. Each staff member will return phone calls and emails within two business days. If a response cannot be provided in the allotted time, the customer will be notified and given an estimated time of response.
- If the customer speaks a language other than English, a bilingual staff member will be located and asked to assist.
- Other _____

Knowledgeable Staff

- Employees are informed that SCS serves internal and external customers (employees, students, parents, community partners).
- School and Central Office Leaders clearly articulate expectations regarding high quality customer service.
- Information provided to customers is accurate and consistent
- Employees personally assume responsibility of assisting or directing customers to the appropriate person or department.
- Employees provide appropriate explanation or reference to policy for decisions made to address customer concerns.
- Other _____

Sensitive and Sincere Interaction

- Employees maintain the confidentiality and privacy of students and their families.
- Employees treat all customers and concerns as delicate matters, showing respect, regardless of cultural or ethnic identity.
- Employees treat all customers (internal and external) as a valuable part of the SCS community.
- Employees remain calm and listen carefully to understand the specific concern, regardless of the customers' temperament.
- Other _____