

Be Our Guest – Note Sheet – “How Customer Friendly Is Your School District?”

Why is customer service important in schools?

Who are Your Customers?

Key Elements of A District’s Customer Service Manual

Introduction – The Why

Customer Service - The What

District’s Customer Service Standards and/or Belief Statements, Expectations

Best Practices: Communication

- Conversations & Telephone Tips _____

- Voice Mails & Telephone Greetings _____

- Email Etiquette _____

- Timeliness of Responses/Punctuality _____

- Upset Customers _____

- Tense Situations _____

- Face To Face Guest _____

- Difficult Situations and Security _____

Resolving Concerns – Steps Your District Follows

Use of Social Media

Attire and Appearance

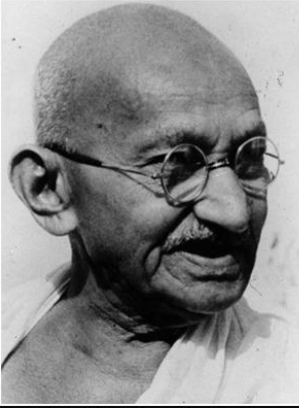
Summary

How Customer Friendly Is Your School District?

A- Action _____

C- Changes _____

T- Things _____



A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.

— Mahatma Gandhi —

AZ QUOTES

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