



FAMILY AND COMMUNITY ENGAGEMENT PLAN

2018/2019

Customer Service

Directions: After viewing the customer service document created for the 2016-17 FACE Plan, consider two scenarios: one providing an example of a good interaction and one that should be improved. Identify a positive interaction that demonstrates good 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:

This school year, Bair Middle School held its first ever Donuts for Dads event. Administrators and support staff talked to each parent who picked up their child after school leading up to the event and invited the fathers to attend the event. About 100 dads were in attendance, and enjoyed a donut on us before they began their day.

Identify positive features of this interaction:

This interaction involved going the extra mile and making our students' fathers feel welcome enough to come inside the school and interact with teachers, administrators and school staff. The dads were able to take pictures with their children and the principal, and they felt honored and appreciated by our school. Next, we are planning a Muffins with Moms event.