

Scenario Two:

A teacher got into a heated argument with a parent of one of his students in the parking lot of the school. Usually, parent-teacher face-to-face communication occurs within the school, at parent conferences, with the child's other teachers and guidance counselor present. When one-on-one communication occurs between parents and teachers, especially if the parent is upset, things can quickly escalate, as they did in this scenario.

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

During a future faculty meeting, administration should address to teachers and staff the importance of good customer service, and how everyone must do their part to ensure that each parent who comes to our school doesn't leave in a worse mood than when they arrived. In addition, proper ^{appropriate} methods of communication with parents and stakeholders should be identified and stressed.

Comments:

Bair has been doing an awesome job with having events for our parents, to welcome them to our school for more than just sporting events and honor roll assemblies. We have some room for improvement with regard to some areas, but we are progressing with regard to our positive presence within the community.