

WELCOMING GREETINGS AND FAREWELLS

IN-PERSON

- » Greet parents with a smile & eye contact.
- » Get up and greet parents at the counter.
- » Say "Good morning or good afternoon."
- » Identify your school and yourself.
- » Add "How may I help you?" or provide your name.
- » Ask "How may I assist you?"
- » Say "Thank you for coming, have a good day/afternoon."
- » Greet the student and the parent by name.
- » Say "Thank you for visiting our school – if you are a guest please sign in."
- » Say "It is my pleasure....."
- » Say "You are welcome"
- » Say "I am happy to....."
- » Say "Thank you."

OVER THE PHONE

- » Answer the phone by the third ring.
- » Give yourself a cue to smile before you pick up the phone. - Believe it or not, your voice will sound friendlier.
- » Think "E" – ENERGY. The energy in your voice reflects your attitude and enthusiasm.
- » Position your telephone so the receiver can be picked up without banging into anything.
- » Hold the receiver directly in front of you and two fingers away from your mouth.
- » Your "Telephone Voice" will sound best if you are sitting "tall."
- » Try not to speak too rapidly; it conveys impatience.
- » Don't be an "interrupter." Wait for a natural break, and then speak.
- » Remember, the caller has a right to speak their piece.

PHONE TIPS

BEGIN: " Good morning or afternoon, _____ School.

This is Mr./Mrs. _____
How may I help you? "

END: " Thank you for calling.
Have a great day. "

TIPS FOR FOSTERING A WELCOMING SCHOOL ENVIRONMENT

TEAMWORK

- ☐ Model adults working together towards a common goal: Student Achievement!
- ☐ Cross-train staff, especially front-line staff.
- ☐ Speak respectfully amongst the staff (remember students are watching!).
- ☐ Show harmony and teamwork.
- ☐ Display team effort and respect in the office.

OFFICE BEAUTIFICATION

- ☐ Keep office and counter organized and free of clutter.
- ☐ Decorate with season themed bulletin boards.
- ☐ Post inspirational quotes.
- ☐ Keep desks and countertops clean and organized.
- ☐ Position desks facing the entrance of the office.
- ☐ Display some plants and/or flowers (real or fake) to make the front office more welcoming.

PROFESSIONALISM AND PROMOTING YOUR SCHOOL

- ☐ Dress professionally.
- ☐ Own the problem and look for solutions.
- ☐ Communicate clearly and positively about your school's policies and programs.
- ☐ Display student bulletin boards in hallways.
- ☐ Feature showcases displaying trophies, information, spirit wear (t-shirts, sweatshirts, etc.).
- ☐ Speak positively about the school staff and LAUSD.
- ☐ Take pride in our work.

CARE AND COURTESY

- ☐ Walk visitors to their destination if possible.
- ☐ Make eye contact with visitors.
- ☐ Have a comfortable place for parents to sit and read available resources.
- ☐ Organize counter with necessary enrollment packets and/or necessary forms.
- ☐ Keep pens, pencils and note paper available at the counter for parents.
- ☐ Help parents fill out any forms if needed.
- ☐ Be a good listener.
- ☐ Acknowledge your customers promptly.
- ☐ Use positive body language.

SIGNAGE AND DISPLAYS

- ☐ Post signs to guide traffic to the office, cafeteria, gym, etc.
- ☐ Use pictures for guidance when appropriate.
- ☐ Place entrance signs over the different office doors for easy identification.
- ☐ Show larger map of the school to assist parents and visitors.
- ☐ Post Mission and Vision statements.
- ☐ Display student work.
- ☐ Display important school related information.