

Name:

Date:

Component C: Welcoming Staff

The attitudes of the staff members are an essential element in creating a welcoming atmosphere. Your team will quietly observe the behaviors of staff, including phone etiquette and interactions between staff, students and families. To answer questions 2, 5, 7 and 8, one team member may call the after school program asking for information. Be sure to take notes so you will be able to discuss your observations and complete the Reporting Form with your teammates at the conclusion of your tour.

Rate each question as follows:

- 1** = No (Definitely Not)
- 2** = Somewhat True (Minor Evidence)
- 3** = Mostly True (Yes... But Something's Missing)
- 4** = Yes (Yes, Definitely)
- n/a** = Not Applicable



Indicator	Score	Notes
<p>1. The office staff greets visitors QUICKLY with a smile and in a friendly, courteous way.</p>		
<p>2. Staff answers the telephone in a friendly, professional way.</p>		
<p>3. Teachers and other staff (ex. nurse, cafeteria staff, custodial staff, security staff) greet visitors with a smile and in a friendly, courteous way.</p>		
<p>4. Teachers and other staff (ex. nurse, cafeteria staff, custodial staff, security staff) greet students with a smile and in a friendly, courteous way.</p>		
<p>5. Prompt attention is given to all telephone calls and messages, inviting two-way communication.</p>		
<p>6. If a parent and/or community member is seeking resources (ex. after school programming, parenting information, transportation, career counseling), he/she is given up-to-date information and/or directed to appropriate resources.</p>		

Welcoming Staff (continued)

Indicator	Score	Notes
<p>7. If a person with limited English proficiency calls, the staff member answering the phone is very patient and attempts to find someone who can speak his/her language or refers him/her to a phone number of a person who can help.</p>		
<p>8. If an upset parent calls, the staff member answering the phone remains calm, listens attentively and attempts to solve the problem or find someone who can.</p>		
<p>9. There is a suggestion box where parents and other visitors can contribute ideas. (This may be a virtual suggestion box available online.)</p>		
<p>10. Staff members passing in the hall acknowledge each other with a smile, a nod or a hello.</p>		
<p>11. Staff members address inappropriate language or behavior.</p>		
<p>12. Confidential information is not addressed in an area where others could overhear.</p>		
<p>13. The staff uses a personal, face-to-face approach to invite families to be a partner in events. (ex. at drop off and pick up, through personal invitations, during scheduled home visits, etc.)</p>		
<p>14. Staff members are visible to parents before, during and after program time.</p>		

NOTES
