



Customer Service Representative

Name: _____

Role: Customer Service Representative

Summary: The first face seen by families, children, and staff upon entering the building, and the first voice heard by prospective families, current families, and staff upon calling the center.

1. Family Comfort and Satisfaction

What winning looks like:

Families feel welcomed, heard, and responded to in all their contacts with Basic Beginnings, whether by phone or in person.

What it will take:


- A sunny smile and voice tone when answering the phone or greeting a family who enters the facility.
- Professional appearance and demeanor that reflect the Importance of our jobs as trusted members of the family team.
- Focused attention on families' needs and requests, with consistent on-the-spot documentation and forwarding of the request to the proper person, when needed.

2. Children Welcomed

What winning looks like:

Children are excited to come into the center, knowing who will greet them with a smile and a hello, and perhaps a hug.

What it will take:

- Knowing the names of the children and their families and remembering details about their lives outside of the center.
 - Arranging and decorating the front desk area to reflect the Interests of children and draw them in.
 - Listening with focused attention to children's comments and stories when they come to the front desk for any reason.
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3. Team Members Valued

What winning looks like:

Team members are aware of how Important they are to their families and the center. They feel a sense of professionalism and pride about their jobs and where they work.

What it will take:

- Acknowledging every team member upon arrival with a smile and a friendly greeting.
- Being constantly aware of the daily schedule and making needed adjustments, including arranging for substitutes, floaters, and breaks, and communicating this information to each teacher and to their lead teacher so they know where they will be working and what the expectations are.
- Forwarding messages from parents and Information about the children to the correct classroom in real time.
- Responding promptly to teacher questions and requests.

4. Administrative Team Supported

What winning looks like:

Members of the administrative team can request assistance in some of the many tasks they must complete to make Basic Beginnings operate as a well-oiled machine.

What it will take:

- Keeping the front desk and entry areas clean, neat, and organized, the entry tidied and welcoming.
- Helping with small favors when requested by the administrative team.
- Meticulously documenting Information in the Daytimer
- Looking for ways you can help when you have down time!

Name

Date

Team Member's Signature

Date

