**Module 7: Customer Service at School Events**

**Materials Needed:**

Flipchart, writing tools

*Top 10 Customer Service Tips for School Events* handout

**Estimated Time:** 5 minutes

**Goals:** Participants will have the opportunity to explore ways to enhance current customer service practices at school events.

**Suggested Facilitator Script:**

*School events are a great opportunity for us to welcome families and community members and to build relationships that will support their involvement. It is important for us to consider the “little” things that create a welcoming environment.*

 *Most of us have had the experience of hosting a party or being a guest at a party. What are some of the things we do when we invite guests to our home? (Solicit feedback from the group and record on the flipchart.) We should use these same strategies to welcome families and community members at school events, as well.*

Distribute the *Top 10 Customer Service Tips for School Events* to participants.