

TOPPENISH SCHOOL DISTRICT CUSTOMER SERVICE CREED

Family and Community Members, who entrust their children to our care, are the most important people to enter this office in person, by mail, or by telephone.

- *People coming into the school office should be greeted or acknowledged immediately with a smile and respect.*

Family and Community Members are not dependent upon us; the contrary, we are dependent upon them.

- *This school belongs to our families and community members – they are our first priority and our benefactors. They should be treated courteously and respectfully.*

Family and Community Members are not an interruption of our work; they are the purpose of it.

- *All families will be responded to within 24 hours. Office personnel will let families know if a staff member is going to be unavailable for several days or they will refer them to someone else that may be able to help.*

Family and Community Members are not cold statistics: they are concerned human beings with feelings and emotions like our own.

- *Confidentiality will be maintained in the office. Student issues will not be discussed publicly. Treat all children as you would want your own child to be treated.*

Family and Community Members are persons who bring us their concerns, their needs and their ideas. Our job is to handle these concerns with understanding, fairness, enthusiasm and professional skill.

- *Provide parents non-threatening ways to give their input. Establish communication early in the school year. Take time to listen. Use your professional skills – negative messages don't work. Provide information in a fair manner that not only addresses the concerns but also helps to solve them.*



WELCOME!