

Pre-Webinar Activity

Creating a warm and welcoming environment

There are three parts to this pre course activity. We will explore some of the points further during the first live session, but do not worry you will not be put on the spot or asked for any names etc!

Part 2

Secondly, review the chart below 'What the customer expects'. Use this to reflect on how effective your 'front line' experience is for your 'customers'

WHAT THE CUSTOMER EXPECTS:

Have a look at the table below and tick whether you and your team ALWAYS, USUALLY OR NEVER offers this to customers. Be honest!

	Always	Usually	Never
A prompt service with warmth			
Sufficient staff available to handle the workload demands			
To be acknowledged if any delay is unavoidable			
To be given personal, courteous attention			
To be dealt with immediately if an urgent/emergency situation demands.			
Procedures to be completed quickly and formalities handled efficiently.			
A degree of privacy discretion exercised where intimate or personal matters are under consideration.			
Attentive active listening and note-taking so that details are recorded properly.			
A sympathetic and reassuring attitude in order to reduce stress and establish rapport			

Not to see office staff apparently idle and chatting while 'customers' are waiting.			
An explanation offered as to what will happen next and when.			
Thorough and conspicuous attention to detail - visible interest as a key value.			
A projected user-friendly service ethos.			
To see office staff take ownership of the needs of the customer.			
Enthusiasm and pride in the school			
Sensitivity and awareness of the importance of all customers as valued visitors/callers			
Books, pamphlets, leaflets, signing-in forms are neatly stored, clearly marked and readily available			
The reception notice board will be clearly visible, regularly updated with useful information and project a warm and welcoming message			
The whole reception area is a top priority for school cleaning and caretaking staff the office reception staff must regard the area as their own shop window and take pride in its appearance at all times			
The staff are proud of their professionalism.			
Staff clearly selected for their interpersonal skills, and trained comprehensively to accept responsibility.			
Feel as if they are being treated as valued and special by the staff.			
Are 'delighted' with the attention they receive, i.e. exceeded their expectations.			