**Wellington Superior Customer Service Components and Monitoring**

**2012-2013**

* Keep “Backstage” items backstage.
* Weekly Staff Newsletter – “Words from the Well”
* A venue is provided weekly to express what is working, in addition to any concerns: Grade Level Team Meetings and Staff Meetings
* Leadership Staff has an open-door policy at all times.
* Make Connections and Form Relationships with Customers
* Customer Service Committee meeting monthly.
* Home visits
* SAT Team meetings weekly
* Grade Level teams communicate via email, phone, newsletters and websites.
* FRC and guidance collaborate to meet family needs
* Customer Service to Employees
* Monthly Goodie Days
* Staff acknowledgment/Thank You! in “Words from the Well”.
* Leadership assistance in regard to management and curriculum.
* Praise and Reward Appropriate Behavior
* Explorer Expectations: Classes receive “Compass” awards for model behavior.
* Compass Character Cards: Individual students receive Character Card for showing model behavior and achievement.
* End of Grading Period Awards Assemblies: Students K-5 are recognized for Attendance, Student Achievement, and Character.