

# Tips for Fostering a Welcoming Environment

## Teamwork

- Model adults working together towards a common goal: Student Achievement!
- Cross Train staff, especially front line staff.
- Speak respectfully amongst the staff (remember students are watching!).
- Show harmony and teamwork.
- Display team effort and respect in the office.

## Office Beautification

- Keep office and counter organized and free of clutter.
- Decorate with season themed bulletin boards.
- Post inspirational quotes.
- Keep desks and countertops clean and organized.
- Position desks facing the entrance of the office.
- Display some plants and/or flowers (real or fake) to make the front office more welcoming.

## Professionalism and Promoting your School

- Dress professionally.
- Own the problem and look for solutions.
- Communicate clearly and positively about your school's policies and programs.
- Display student bulletin boards in hallways.
- Feature showcases displaying trophies, information, spirit wear (t-shirts, sweatshirts, etc.).
- Speak positively about the school staff and LAUSD.
- Answer the phone with a smile in your voice.
- Answer the phone promptly.
- Take pride in our work.

## Care and Courtesy

- Walk visitors to their destination if possible.
- Make eye contact with visitors.
- Have a comfortable place for parents to sit and read available resources for them.
- Organize counter with necessary enrollment packets and/or necessary forms.
- Keep pens, pencils and note paper available at the counter for parents.
- Help parents fill out any forms if needed.
- Be a good Listener.
- Acknowledge your customers promptly.
- Use positive body language.

## Signage and Displays

- Post signs to guide traffic to the office, cafeteria, gym, etc.
- Use pictures for guidance when appropriate.
- Use signs to allow for all to understand directions.
- Place entrance signs over the different office doors for easy identification.
- Show larger map of the school to assist parents and visitors.
- Post Mission and Vision statements.
- Display student work.
- Display important school related information.