

## CUSTOMER SERVICE

### We believe...

- Students are the “first” customer and decisions should reflect this;
- Every student should have an adult advocate who believes in them and supports them;
- Every parent should have a positive contact from the school before encountering a negative one;
- Every employee needs to have a basic understanding of the competition and how it impacts our future;
- Customer service must emanate from leadership and must resonate throughout the schools and district;
- When relationships are first, student achievement follows;
- Every employee must be trained in customer service;
- Customer service must be monitored and evaluated throughout the organization;
- Good customer service must be rewarded and bad customer service must be confronted;
- Student voices should be a primary source of data influencing our decisions as educators;
- Trained staff members should answer the school phones;
- Parents and students have the right to expect great customer service from every employee;
- Quality customer service does not take anything for granted, including what their facilities communicate;
- Hiring caring educators is just as important as hiring highly qualified educators;
- Everything revolves around relationships in public schools, and we will take our relationships seriously;
- The best schools know how to recover effectively when a mistake is made; and
- All staff shall understand the importance of the value of an individual, and shall consider others better than themselves.

# JCSB



**LEARNING TODAY...  
LEADING TOMORROW**

At Jefferson County School District, we believe that there must be an intentional focus on developing and sustaining relationships in schools for all students. The statements included on this brochure are not only a reflection of our beliefs as they relate to customer service, but are also focal points that can be implemented in our every day lives.

1490 W. Washington Street  
Monticello, FL 32344  
(850) 342-0100  
[www.jeffersonschooldistrict.org](http://www.jeffersonschooldistrict.org)