

## Customer service

Inspiring your staff (and yourself) with a vision of customer service

***“If you take care of your people, your people will take care of your customers and your business will take care of itself.”***

JW Marriott

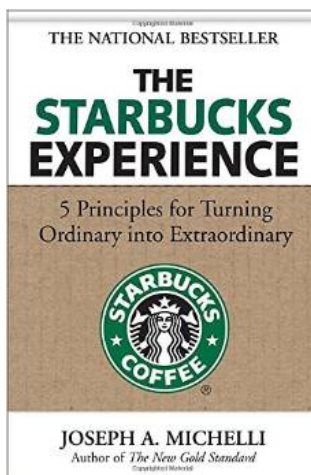
***“One customer well taken care of could be more valuable than \$10,000 worth of advertising.”***

Jim Rohn

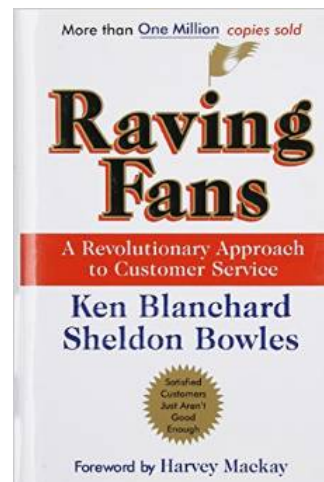
### Inspire your staff (and yourself) with a vision of customer service.

Because gloriously happy parents are the primary source of returning and new students, I recommend customer service as your training focus this summer:

- Pick one of the two books below.
- During post-session assign this book as summer homework for your staff.
- During pre-session next fall talk about what you've all learned and how you all can apply this to your school. (If you are a one-teacher school this will be a short conversation.)



181 pages filled with examples and a readers' guide at the end. Hint: Principles two and four are vital.



Three memorable points told in a short (132 pages with huge margins) parable.

#### Credits:

Justine Leonie:

Thank you for sharing books you've used (from which I picked these two.)

**Binder tab:** June

**School size:** All