

prekindergarten I registration tips I for school staff I

Customer service should be at the forefront of all we do in [INSERT DISTRICT/CHARTER NAME]. Keep in mind that for many of the families registering for prekindergarten, this may be their first encounter with our district/charter. Use the tips below to ensure that registration is successful for our families.



Greet families with a smile and keep a friendly attitude.



Answer all of the questions you can. If you find that you do not have an answer to a question, take the question and follow-up with the family within 24 hours.



Use family-friendly language when speaking to families. Avoid using acronyms.



Provide information in the family's language or have a translator available.



Use a checklist. Check all paperwork and documentation thoroughly to avoid families from having to make multiple trips.



Provide examples of documents needed for registration. This will help families know exactly what they need to bring.



Offer appointments. Depending on the number of staff you have to help with registration, it may be more convenient to offer registration appointments to avoid long wait times.



Promote registration through posters, flyers, news and social media.



Recruit volunteers such as parents and community members to help with registration efforts.



Provide books, puzzles or other simple activities to keep children entertained as families fill out paperwork.