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.