ADMINISTRATOR CHECKLIST

GREETING VISITORS	STRONGLY DISAGREE	DISAGREE	N/A	AGREE	STRONGL
All school visitors are promptly greeted in a warm and caring manner					
Visitors sign in and their names are used in conversation					
Visitors are escorted to their destination within my school					
Visitors have access to bilingual assistance upon request					
Staff members are readily identifiable and wear name badges					
Guests are offered a tour of the school upon arrival					
GROUNDS					
Grounds are maintained, trash is picked up daily and garbage bins are hidden					
Entrance and reception area is clean and inviting					
Signage is large, friendly, and easy to read					
PHONES					
Phone calls are answered in a prompt and friendly manner					
The school and staff member's name is identified when phones are answered					
Voicemails are returned within 24 hours					
Callers are offered help and solutions					
EMAILS					
E-mails are checked on a regular basis					
E-mail inquiries are answered in a timely and professional manner					
Outgoing e-mails are professional in appearance					
Outgoing e-mails have consistent signatures and contact information					
BROCHURES FOR VISITORS					
Brochures are organized and readily available for visitors					
Brochures are updated on a regular basis for accuracy					
Visitors are offered relevant brochures to take with them					
COMMENTS/COMPLAINTS					
There is a system in place to gather comments/complaints at our school					
Complaints are acknowledged and resolved in a timely manner					
Teachers and principals are accessible to parents and visitors					
Information gathered is treated with confidentiality and respect for privacy					
COMMUNITY INVOLVEMENT					
Our school is an asset to the community					
Staff and students actively participate in the community					
Members are the community are frequently invited to our school					
My school is involved in city government, Chamber activities, and other events					
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