

Zachary Community School District

STANDARDS OF PERFORMANCE

ATTITUDE:

At Zachary Community School System, we pride ourselves in always doing the following:

- Treat everyone as if he or she is the most important person in our facility.
- Promptly welcome customers in a friendly manner.
- Smile, make eye contact and introduce ourselves.
- Our body language, tone and demeanor should always reflect a positive attitude.
- We take the initiative to offer assistance to customers. We won't wait to be asked.
- We listen carefully to what customers have to say.
- Rudeness is not acceptable.
- We speak positively and offer compliments frequently.
- We apologize for problems and inconveniences.
- We avoid placing the blame or making excuses.
- We thank customers for choosing our schools.
- We know that students and parents are not an interruption of our work, but they are the reason for us being here.
- We continue to be happy.

COMMUNICATION:

The goal of communication is full understanding. We must be committed to listening attentively to our customers in order to fully understand their needs. We must avoid confusing customers, and we need to speak in terms they can easily understand.

Greetings and Instructions:

- Customers will be greeted with a warm and friendly smile.
- We will use the customer's name as soon as we have heard it or as it is written down.
- We make eye contact with all people.
- We will introduce ourselves promptly by using our first name.
- We will use "please" and "thank you."
- We will listen to our customer's concerns in ways that show them that we care and always ask "How may I help you?"

APPEARANCE:

- Each employee's appearance represents our school; therefore, each employee's grooming and dress will be professional and appropriate.
- We will take pride in our facility and do our part to maintain a safe, uncluttered and litter-free workplace.
- Your attire will be professional, tidy, discreet, tasteful and appropriate. Your attire and body language are all part of your appearance.
- Dress code policies will be followed.
- Good personal hygiene will always be maintained.

Facility and Environmental Appearance:

- The working environment and hallways will be maintained, clean and uncluttered.
- When you come across litter, please ensure that it is picked up and disposed of properly.
- When you come across a spill, report it immediately to ensure a safe and clean environment.
- As you vacate a work area, lounge or meeting room, you should always leave it clean and presentable for the next teacher or staff member.
- It is the responsibility of all employees to report unsafe or unsightly conditions such as plumbing needs, lighting problems, damaged walls or anything else that needs immediate attention, to the appropriate department.
- Everyone is encouraged to clean up after himself/herself and others; we all need to ensure a safe and proper environment.
- A clean and safe environment is the responsibility of all employees.
- Graffiti should be reported immediately and removed within 24 hours.

CONFIDENTIALITY:

- Do not discuss our students' performance with others.
- Communicate with our students and parents in a private manner.
- Eliminate gossip in order to respect co-workers. Others often can hear this unprofessional discussion.
- Remember that confidentiality extends into the community. Do not discuss students outside the school.

SENSE OF OWNERSHIP (PRIDE)

Each employee must feel a sense of ownership towards his or her job and the school system.

We must all take pride in what we do. We must be responsible for the outcomes of our efforts and recognizing our work as a reflection of ourselves. We all should follow these practices:

- Take pride in the school as if you owned it.
- Be sure you know and understand the responsibilities of your job. Take charge of and accept these responsibilities.
- Strive to do the job right the first time.
- Look beyond your assigned tasks. Your responsibility does not end where your co-workers responsibility begins.
- Look for ways to exceed our customers' expectations.
- Be good consumers of our insurance, utilities and schools.

COMMITMENT TO CO-WORKERS:

As Zachary Community School Board employees, we are linked to one another by a common purpose: serving our students and our community. Therefore, our co-workers are our teammates. They deserve our respect. Without their contributions, none of us could perform our jobs. Just as we rely on our fellow employees, they rely upon us. Each of us has obligations to our co-workers. We will:

- Treat every co-worker as a professional. Recognize that we each have an area of expertise. Give credit where credit is due.
- Show consideration. Be sensitive to a fellow employee's inconvenience.
Consider another's priorities in addition to our own.
- Be tolerant of fellow employees. Recognize that conflicts may exist among co-workers, but professional courtesy is expected. Set aside differences when working together. Realize we all have personal shortcomings. Rudeness is not appropriate.
- Be supportive of fellow employees. Offer help when possible. Cooperation is expected in the workplace.
- Be honest and loyal to your co-workers. Don't undermine other people's work.
Respect their efforts. Be discreet about what is said.