

Ms. Susie V. Castillo, Board Member

SUBJECT: CUSTOMER SERVICE PARTNERSHIP

COMMITTEE: PERSONNEL SERVICES AND STUDENT AND SCHOOL SUPPORT

LINK TO STRATEGIC BLUEPRINT: HIGHLY EFFECTIVE TEACHERS, LEADERS AND STAFF

Quality customer service is an important component of our work and success as a school district. From employee training, to raising awareness about the importance of quality customer service, it is essential that we continue to support ongoing efforts into making this an issue of importance at both the district and school-site levels.

This idea is aligned with the second pillar of our 2015-2020 Strategic Blueprint, which focuses on creating and sustaining a Safe, Healthy, and Supportive Learning Environment. Priority three under this pillar is establishing “a superior customer service approach from school sites to central office.”

To that end, and in an effort to avoid “reinventing the wheel”, it would be of value to look into models across major organizations in our community, that we may be able to partner with in order to incorporate as part of our own training model. This idea has been successfully explored, and implemented, in other parts of the country. For instance, in Cleveland, Ohio, the Cleveland Metropolitan School district partnered with the Cleveland Clinic in 2014 to implement the clinic’s ‘Communicate with H.E.A.R.T.’ model.

**ACTION PROPOSED BY
MS. SUSIE V. CASTILLO:**

That The School Board of Miami-Dade County, Florida, authorize the Superintendent to explore the possibility of creating a customer service partnership with a local business entity, and report back to the Board by the June 22, 2016 School Board Meeting.