

Customer Care Excellence Reimagined... Infinite Possibilities



*Customer
Care
Excellence
Reimagined...*

Care
Understanding
Safety
Trust
Options
Marketing
Enrollment
Recruitment



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Core Values

Excellence

We pursue the highest standards in academic achievement and organizational performance.

Equity

We foster an environment that serves all students and aspires to eliminate the achievement gap.

Student Focus

We focus on meeting our students' diverse needs and supporting them in fulfilling their potential.

Innovation

We encourage risk-taking, creativity, and adaptability to new ideas and methods that will support and elevate student learning.

Accountability

We celebrate our successes, learn from our failures, and embrace challenges as we strive towards continuous improvement.

Joy

We accept individuals for who they are, encourage them to engage with one another authentically, and cultivate welcoming environments that promote fun and excitement.

Pillar IV: Informed, Engaged, & Empowered Stakeholders

Pillar V: Effective & Sustainable Operational Practices

PARENT CONCERN HOTLINE



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Miami-Dade County Public Schools

Escuelas Públicas del Condado Miami-Dade
Lekòl Leta Miami-Dade County

Customer Care Excellence
Making **Lasting Impressions**

Excelencia en atención al cliente Creando **impresiones duraderas**
Bonjan Sèvis Kliyantèl Kreye **Enpresyon Ki Dire Lontan**

Striving To Serve You Better!

¡Estamos esforzándonos para servirle mejor!

N Ap Fè Efò Pou Sèvi W Pi Byen!

Issues & Concerns or Compliments & Kudos

Para comunicar dudas e inquietudes o
elogios y reconocimientos

Pwoblèm ak Enkyetid oswa Konpliman
ak Aplodisman



Scan Here

Escanee aquí | Eskane la a
To Share Your Feedback
Para compartir sus comentarios
Pou pataje opinyon ou

Parent Hotline:



Línea directa del distrito para padres:
Telefòn distri pou paran yo:

305-995-2333



LASTING IMPRESSIONS PLACARDS




Welcome

Bienvenidos | Byenvini
to Miami-Dade County Public Schools
a las Escuelas Públicas del Condado Miami-Dade
nan Lekòl Leta Miami-Dade County


Herbert A. Ammons Middle School

Customer Care Excellence
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Excelencia en atención al cliente Creando **impresiones duraderas**
Bonjan Sèvis Kliyantèl Kreye Enpresyon Kí Dire Lontan



Mrs. Maria Masso
Assistant Principal
Grade 6-8 Administrator
Email: mmasso@dadeschools.net



Ms. Maria Costa
Principal
Email: PR6001@dadeschools.net



Mr. Rodney Wright
Assistant Principal
Grade 6-8 Administrator
Email: rodneywright@dadeschools.net

South Region Office:
305-252-3041



Parent Hotline:
Línea directa del distrito para padres:
Telefòn distri pou paran yo:
305-995-2333

School Supervisor:
Supervisor de la escuela | Sipèvizè Lekòl:
Ana Othon

Administrative Director:
Director administrativo | Direktè Administratif:
AOthon@dadeschools.net

Striving To Serve You Better!
How did we do today?
¡Estamos esforzándonos para servirle mejor!
¿Cómo calificaría la calidad del servicio recibido hoy?
N Ap Fè Efò Pou Sèvi W Pi Byen! Kijan W Te Twouve
Sèvis La jodi a?

Issues & Concerns or Compliments & Kudos
Para comunicar dudas e inquietudes o elogios y reconocimientos
Pwoblèm ak Enkyetid oswa Konpliman ak Aplodisman

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Pou comparti sus comentarios
Pou batye estasyon ou

Customer Care Excellence Reimagined...

2022 ATTENDANCE & ENROLLMENT INSTITUTE

FIRST IMPRESSIONS TEAMS

	PARTICIPANTS 1808	
PRINCIPALS 328	ASSISTANT/VICE PRINCIPALS 344	COUNSELORS 286
SCHOOL CLERICAL PERSONNEL 335	COMMUNITY INVOLVEMENT SPECIALISTS 225	LEAD SECURITY MONITORS 290

SESSIONS

33



TOPICS & TITLES



Care
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Safety
Trust
Options
Marketing
Enrollment
Recruitment

480



SESSIONS

SAMPLE SESSIONS



SAFETY

It's All About Safety!

RECRUITMENT

**Attract, Connect, Retain:
Strategies for Increasing and Maintaining Enrollment**

CARE & UNDERSTANDING

**Bridging the Gap: School & Community Organizations Working
Together on Behalf of Families**

MARKETING

**Marketing & Recruitment Fundamentals:
With a Customer Service Twist**

