

APPENDIX VII – 9



Tucson Unified School District
Family & Community Outreach
655 N. Magnolia Ave
Tucson, AZ 85712
(520)232-7058



Guidelines for Serving FRC Guests

1. Welcome guests in a friendly manner as they enter the center.
2. Invite guests to sign in and assist them with the sign-in sheet as needed. Include Matriculation Numbers (if available) at time of sign-in.
3. Engage guests in friendly conversation to ***discern their needs***.
(Example: "How can we help you?" "Is there something in particular you need?" "Are there siblings who...?")
4. Listen carefully to the guest for information that will help you to ***ensure guests receive all they need***.
5. Guide guests toward the assistance they need in a helpful, unobtrusive manner. If services are not available at the center to meet the needs of the guest, refer them to the appropriate TUSD department/program/person or community partner to ensure the needs will be met.
6. Inform guests of other services available to them through Family and Community Outreach. Provide calendars and other literature.
7. Thank guests as they leave.

We are here to serve our TUSD families.

It is our job to be sure families leave the center with the information, resources, or supplies they need, or with resources for obtaining what we are unable to supply.