



## Tips on Pleasing Parents

1. Always say hello. Teachers, directors, and all other employees must always say hello.
2. Acknowledge your children first.
3. Ask your parents their name and use it.
4. Tell parents about what children did in the classroom, special songs that you sing or other unique activities.
5. Open the door for parents whenever possible.
6. If you're busy and the parent is waiting for help, give them an estimate of how long they'll have to wait.
7. When a parent says, "Thank you", say, "You're welcome." Add, "It's my pleasure" after you say, "You're welcome".
8. Have the director and/or owner personally call a parent and thank them for their enrollment. Offer to assist parents if needed. (Even if it's something small.)
9. Send handwritten thank you notes.
10. Send a birthday card with a piece of artwork from the class.
11. Tell the parent why children are playing and what they are learning. This type of honesty will surely create a life-long loyal customer!!
12. Teach the parent songs and dances.
13. Tell a parent that you value their feedback and welcome it.
14. If your parent lost any information from the class, provide them with a new copy.

Bottom line: train yourself to do the little things that improve your parents' satisfaction and your relationships will improve, guaranteed.