

# Registration Tips for School Staff

For many families, registering for Pre-K is their first family school experience. Customer service should be at the forefront of all interactions. Keep these tips in mind as you prepare for registration.



Greet Families. Have a Greeting Team that gets families to the right place for registration. Positive interactions are important for first impressions.



Answer questions to clarify understanding. If you do not have the answer, work to get an answer and respond to the family within an appropriate time frame (1-2 days).



Use family-friendly language when speaking to incoming families. Avoid the use of acronyms. (e.g., NPS, OSDE, RSA, etc.) Provide information in the home language or provide translators.



Provide pictures of sample document pictures to help families know what is needed. Use a checklist to make sure you have received all documentation to avoid parents making multiple trips.



Promote registration through social media, flyers, posters, and news for best attendance.



Recruit volunteers to support your goals for registration. Oftentimes volunteers can serve as greeters, help organize the flow, and answer questions.



Provide books, games, and puzzles to entertain the children while parents are completing registration.