

### Inspire your staff (and yourself) with a vision of customer service.

Because gloriously happy parents are the primary source of returning and new students, I recommend customer service as your training focus this summer:

- Pick one of the two books below.
- During post-session assign this book as summer homework for your staff.
- During pre-session next fall talk about what you've all learned and how you all can apply this to your school. (If you are a one-teacher school this will be a short conversation.)

181 pages filled with examples and a readers' guide at the end. Hint: Principles two and four are vital.

Three memorable points told in a short