



## Center Phone Shop Checklist

Name \_\_\_\_\_

Date \_\_\_\_\_

<i>Criteria</i>	<i>Yes</i>	<i>No</i>
Answered the phone within four rings		
Used enthusiasm when answering the phone		
Introduced self, center, and asked for caller's name		
Asked for child's name and age		
Asked about previous or current arrangements for child care		
Asked about any concerns the parent may have about enrolling		
Asked what is important to the parents for their child		
Referred to parent/child by name in the conversation		
Asked for an appointment to tour the school (specific date)		
Asked for the parent's phone number and address		
Offered invitation to tour the center		
Sounded friendly, cheerful and knowledgeable		
Could articulate program goals and activities		
Matched expressed parent needs to services		
Thanked parent for calling		