



# SCRIBBLES AND GIGGLES

TOUR ETIQUETTE

# INTRODUCE YOURSELF



WHEN YOU SEE A NEW FACE ENTER THE CLASSROOM FIRST THINGS FIRST, INTRODUCE YOURSELF AND SHAKE THEIR HAND!



WE WANT EVERYONE COMING INTO OUR CENTERS TO FEEL OUR FAMILY FEEL AND THIS STARTS WITH YOU.



IF YOU ARE A BREAKER OR IN A CLASSROOM THAT ISN'T YOURS THAT IS OKAY! OWN IT. JUST SIMPLY START WITH, "HI, I'M MISS SALLY! IT IS SO NICE TO MEET YOU!"

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## ASK YOUR TOUR ABOUT THEMSELVES AND THEIR CHILD



While introducing yourself take this time to ask their names. This includes everyone coming in for the tour. Mom, dad, grandma, the child!



Do not forget to ask the child their name by getting down on their level and having a little conversation with them, no matter their age! If they are unable to talk ask parents their name, but still talk to the child!



They want to see how you interact with kids. So show them! 😊



Show your interest in why they are here. Ask them what they do, why are they looking specifically at this location, is this their first child, is this their first childcare experience?

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- Your multitasking skills are about to come in real handy!
  - If you have two teachers in a room tours are much easier for you both to switch off answering questions and continuing to tend to your kiddos.
  - If you are alone, you can practice with your kids when tours come to say hi to the people coming in and what they should be doing if you can't give them your full attention.
  - You obviously want to keep control of your room, just keep doing what you normally do for curriculum. They understand if you must tend to something else.
  - Your Director will not leave a tour alone with you, they also know if you have a crazy room, they will be doing most of the talking and that is okay. We just want you to engage as much as you can while still holding the fort down!
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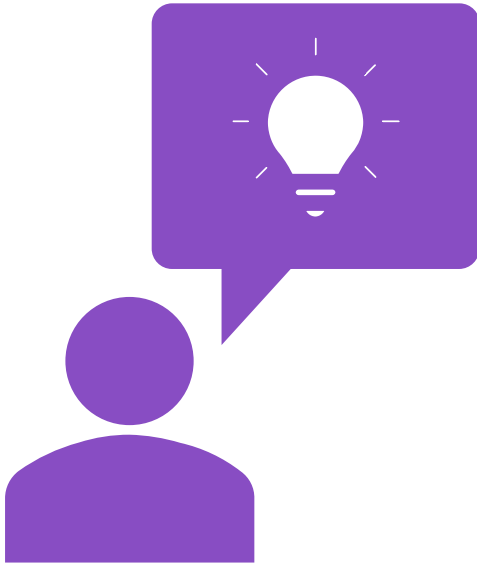
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# PAY ATTENTION TO THE TOUR AND YOUR CLASS

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# DON'T LET YOUR DIRECTOR ANSWER ALL THE QUESTIONS



- Your Director isn't in each room all day everyday like you are. Don't fool yourself, you know your stuff!
- Make the parents feel open to asking not only your Director questions, but yourself! When you find them asking you more questions than your Director you know they are making a connection with you. That is exactly what we want!



# QUESTIONS TO EXPECT DURING TOURS

- What does your day look like?
- Where do they eat? What do they eat?
- Where do they sleep? What do they sleep on?
- What do we need to bring? What do you supply? How do we know when we need more?
- What do you do for us to know about our child's day?
- How long have you been here?
- What do you like about your job?
- How do you handle discipline?
- What do pick up and drop off times look like?
- Can we view the cameras?
- NO QUESTION IS OFF LIMITS!

# ANSWERS FOR YOUR TOURS

- Tell them about your schedule, your curriculum, what do you do everyday?! If you are preaching to them you stick to the schedule, you absolutely should be following your schedule!
- The kids eat at the tables in the classroom. Show them our three rotating menus. Let them know we work with allergies and provide all food for breakfast, lunch, and snack! If you remember throw in, we follow Food Care Program guidelines which means they get fruit, veggies, protein, and dairy in their meals.
- Tell them they sleep on the cots in your classroom. Let them know where and how you keep sheets and that they do not touch. You can let them know we wash them for them once a week! Many parents ask HOW do you get them all asleep? Tell them about our naptime music and that most kids when they see everyone doing it, they simply just join in. If they need help falling asleep, we pat or rub their back. Assure them you have the practice and we will get them their nap in from 12:30-2:30.
- Let them know they supply diapers, wipes, bottles, sheet, blanket, and two sets of clothes. We supply Parents Choice or Members Mark formula (depending on the center), all stages of Gerber, and toothbrushes! Tell them about our items needed papers that go home or any other way you send information home on items they need!
- Introduce them to Kid Reports as an app they can get on their phone that tells them whenever we put in diapers, meals, naptimes, photos, etc.
- Everyone's answer is different on how long they've been here, or in a certain room, just let them know. 😊
- Be honest, what do you love about your job? The funny things they say, watching them grow, doing curriculum with them everyday?
- Tell them about our discipline policy. We do redirection, tell them what that looks like. Give an example of if a friend was coloring on the table we would put their paper in front of them and show them how to use their crayon on the paper and tell them we like it when they use the paper so we don't have to work super hard to get the mess of the table and can spend more time with them. Tell them about praising positive behaviors versus reprimanding negative ones. So if someone is running saying please walk, I really like how so and so is using walking feet and following directions. Some parents ask about time out and let them know we do not do that; we follow redirection and positive praise. If extra help is needed there are people on the floor that can assist you.
- Tell them they are more than welcome to come in and hangout at any time of the day including drop off and pick up. If they want to just come and go that is fine too! Let them know they will have a fingerprint and they can do that first or pick up first, it is up to them! Let them know we check ID's if someone new is picking up and to just have them ring the doorbell.
- Let them know parents do not have access to the cameras, but they are constantly monitored by Directors, Admin, and the Owners. We have a confidentiality policy in place, as well as foster children to where footage is not accessible by parents.

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## PRACTICE WHAT YOU PREACH



- Simply stated, you should be showing them you are doing all the things you tell them we do. Such as following schedules and curriculum, that you have an allergy list posted, that you are following our discipline policy. And everything else!



# ENSURE YOUR ROOM IS PRESENTABLE

Tours do not have to be scheduled. Therefore, another reason your room needs to be presentable 100% of the time. Cabinets and sinks locked. All items you are not CURRENTLY using put away in their designated area. You have done your naptime and closing cleaning everyday so a gross trash can, sink, or anything else is not going to scare them away. In the case of presentability, looks are NOT deceiving. They are going to think if you have a messy room you don't have your stuff together as teacher and that's a scary thought for a parent.

This goes along with having your kids under control and doing what your schedule says you should be doing. If they look at your schedule and it says you should be doing science and everyone is throwing toys around, you look like a liar. Make sure you are always planned and prepared to avoid this from happening.

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## WHEN THEY ARE READY TO LEAVE



Make sure they have all their questions answered.



Reshake their hands, get back down on the kids' level, and tell them all it was nice to meet them, and we hope to see them joining our family!

# QUIZ

- <http://www.quiz-maker.com/QCINDRQ>

