

OFFICE ORDER

4Q Interaction with Parents - Official Process

14th Sept, 2021

4Q Interaction with Parents	
What is to be discussed - SEQUENCE to be maintained	
Introduce	<i>Introduce yourself and dont call randomly. Please pre-schedule this meeting</i>
How are you doing?	How are you? What do you do? How is everyone in your family doing? All well or not?
How is your child doing?	How is your child doing? All well with him/her? Do you see any positive or negative changes?
How do you think, we are doing?	What is that we are doing the best as compared to our competitors and we should continue doing
Any Suggestions for improvement?	What do you think, we can do better for your child?
	<i>1. Note, all operational problems and send it to the Happiness Help Desk team if it requires any quicker resolution and is an operational problem. 2. If any suggestion for future improvement, mention it for our discussion in the form.</i>
Time	10-20 mins

Who will do?	No. of Interactions (Fortnightly)/each person	Total Interactions in month	Remarks
Pre-Primary - Head	2	4	
Primary - Head, Admin Coord.	2	8	
Secondary - Head, Admin Coord.	2	8	
Sr. Secondary - Head, Admin Coord.	2	8	
Co-Acads - Head, Club Head, E&A Head	2	12	

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Admissions - Head, Coordinator	2	8	
Hostel - Head, Boarding Managers	2	8	<i>Confine to Residential Parents from a hostel perspective</i>
Happiness Help Desk - Head, Each Member	2	12	

Process to be followed

Step-1	Schedule a meeting beforehand. Preferably Video Meet. Don't call randomly
Step-2	Please interact with them thoroughly as per all the pointers mentioned sequentially
Step-3	From all the major points, send any operational grievance to HHD team and enter all suggestions to Google Form
Google Form	https://forms.gle/6hgKWJTJB69cdvB9
Compilation	Monthly basis - By Soumya Pradhan (Final Reporting, Reminders and Point Extraction)

Effective Start	Sept 16th onwards
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Note

1. All members mentioned have to do separate interactions with end-users. Suppose in an Admission Team, we have mentioned two people i.e. Head, Coordinator, then the Head is expected to do 2 interactions fortnightly and coordinator is expected to do another 2 interactions fortnightly
2. For the month of September, we would expect only half the interactions for the month of September.
3. While filling the Google Form, Fill the highlight points clearly and don't use short-hand writings

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