

**2018 SkillsUSA
Regional Conference
Customer Service Contest**

July 30, 2018
High Roads Growth Center
631 Double Tree Ave
NoTown, Kentucky, 76543

High Roads Growth Center

Congratulations you are the newest member of High Roads Growth Center. We are thrilled to have you as part of the Team. Please take a moment and review the history of our organization.

Jasmine Ramirez founded High Roads Growth Center in 2009.

In 2007, when the global financial crisis hit, it was considered by economists the worst financial crisis since the great depression. By February of 2008, the economy had lost 17,000 jobs, leaving many in search of work; which left their children without proper care

Twenty-two year-old Jasmine Ramirez, a recently graduated economist, was troubled by what she saw. She recognized many Adults would need to rejoin the workforce in lower paying jobs and leave their children at home unattended. She and eight friends joined together to organize the High Roads Growth Center, to offer parents an economical option for care and children a place of refuge.

Fast forward to present day. High Roads Growth Center operates in all 50 states and offers child care assistance to 30,000 parents and 50,000+ children.

High Roads Growth Center provides affordable child care to children ranging from 6 to 15 years of age. Our organization offers developmental courses and activities to heighten learning and integrity. All children have great potential. At High Roads Growth Center we work hard every day to ensure that each child in our care is part of a safe and enriching educational environment. As a Team Member you have the responsibility to mentor, nurture and care for our wards. You will need to treat each family with respect and build solid relationships. You will need to be mindful of budgetary needs and treat each account confidentially. Your role is pivotal to High Roads Growth Center to ensure we continue our mission of building tomorrow's future.

You will be joining our team that helps support before and after school child care registration. At the registration desk you

will be performing the following duties:

- Provide friendly, polite, professional, and engaged service to all of our registering families.
- Assist with general questions about registration and pricing
- Assist with finding programs based on the families location
- Assist with registration and payments
- Assist with cancellation and refunds.
- Assist with all direct walk in business and phone calls.

Attached is our organization's registration process and refund policy. Please review prior to your first shift to better assist you in your role as Customer Service representative. Once again, we are happy to have you join High Roads Growth Center.

Sincerely,
Human Resources

High Roads Growth Center

Registration and Refund Policy

High Roads Growth Center

High Roads Growth Center offers before and after school care programs for the following school districts- Delari and Sampson Counties. Each Program will be facilitated at the school location of the registering child. We require the registration form to be filled out, signed, and returned two weeks prior to the first day of school. Parents or Guardians must present a valid photo ID when registering their child. Late receipt of registration forms will be considered for the next school season, or if an opening becomes available at one of the supported school districts. If a parent chooses to remove their child from one of our before or after school programs and desires a refund for any pre-paid care; they must notify our organization one week prior to removing their child. Notification may be done in writing or by email. Any days missed from one of our programs must be notified to our organization one hour before the start time. Absences from our program are not considered for a refund; unless it is our organization that closed for the day due to inclement weather. If our program closes due to bad weather the amount of the refund for that day will be measured on the percent of that week's payment. The following information should be disclosed to registering families.

- Before and After School Program Hours: 6 am-8 am and 3:30-5:00 pm CT.
- The following zip codes are for our programs in Delari County School District: 76543, 76542 & 76541
- Delari County School District's first day of School is August 25th 2014
- The following zip codes are for our programs in Sampson County School District: 76545, 76546, and 76547
- Sampson County School Districts first day of School is Sept 1st 2014
- Two High Roads Growth Center Care Providers are present during each program
- Parent or Guardian must sign their child in and out each day of the program
- Parent or Guardian must present a valid photo ID when picking up their child
- Parent or Guardian must come to sign their child out **for** the day 10 minutes before the program close **time**
- If cancelling provide email or address found below to send formal cancellation request

Main Office Hours:

Mon-Friday: 5:30 am to 7pm

Store Address, **Phone** Number And Email:

July 30, 2017

High Roads Growth Center

631 Double Tree Ave

NoTown, Kentucky, 76543

816-888-8888

registration@gsyd.com

Interoffice Memo

To: M. Contestant, Team Member Customer Service

From: Marilyn Wilhouse, Director of Programs

RE: Welcome to High Roads Growth Center

Welcome to High Roads Growth Center! We're happy to have you join the team. My apologies for not being present at the start of your shift today, I have to attend an emergency managers meeting here at main office location due to our website having server connectivity issues. Not to worry however, the office business volume isn't heavy between the hours of 7am to 9 am.

Attached are the registration forms. Registration forms and payment arrangements have to be completely filled out in order to be eligible. If you receive a walk in Parent/Guardian inquiring about registration; please make certain they are provided the registration form as quickly as possible. Deadline for the Early Bird registration discount has passed.

Eligibility for the discount ended June 30th, 2017 and would have required the completed registration form returned to our office by this date.

You've been previously provided our organizations registration, program dates/hours, and refund policy. Please note we expect our Customer Service Team Members to provide outstanding service to all of our registering families. High Roads Growth Center has been in business for more almost 10 years. Our trademark is friendly service, knowledgeable staff and a pristine child care record. These qualities make us stand out from our competitors. I have full confidence you will be able to fit this mold of customer service excellence.

Good Luck and welcome to High Roads Growth Center!

-Marilyn

Good Samaritan Development Registration Form 2016 - 2017

School Year

(Please complete one form per child)

Child's Name _____ Date of Birth ___/___/___ Gender M F
Address _____ City _____
State _____ Zip _____
Home Phone # _____ Preferred Contact # _____
Preferred Contact _____
Email _____

Mother/Guardian's Name _____ Date of Birth ___/___/___
Home Address _____ City _____
State _____ Zip _____
Home/Cell # _____ E-mail Address _____
Employed By _____ Work Address _____
Work Phone _____ Work E-mail Address _____

Father/Guardian's Name _____ Date of Birth ___/___/___
Home Address _____ City _____
State _____ Zip _____
Home/Cell # _____ E-mail Address _____
Employed By _____ Work Address _____
Work Phone _____ Work E-mail Address _____
School Site _____ **Grade** _____

Requested Start Date _____

Days Attending(Circle): Mon Tues Wed Thurs Fri

Session(Circle): AM PM AM & PM

Does your child have a:

Custodial Agreement (Circle): Yes No (Must submit on or before first day of school)

Individual Education Plan (Circle): Yes **No

***Behavioral Management Plan (Circle): Yes No

Chronic/ Severe Health Condition(Asthma, Diabetic, etc.) (Circle): Yes **No** (Must submit **on or before** first day of school)

** Must submit a current IEP/BMP/504 and DHSS Individual Plan for Specialized care with this registration form and complete the Inclusion information forms (available on our website or at the HIGH ROADS GROWTH CENTER front desk) to residing Team Member before program participation is authorized.

Registration will NOT be considered final until all required processes have been met Although every effort is made to provide reasonable accommodations, there may be instances where a child's needs may exceed the parameters of the scope of our program. Contact a Team Member by phone at 816-888-8888 ext. 111 or by Fax at 816-999-9999

***Please complete payment information to complete registration**

Monthly Payment Options Select One

- **Check or Money Order-** Payments may be dropped off at or mailed to the High Roads Growth Center 000 Any Town Rd. Kansas City, Mo. 64111
- **Online banking-** Please add your member number to the subject line and have the bank mail payment to High Roads Growth Center 900 Any Town Rd. Kansas City, Mo. 64111
- **Website pay-** Visit our website at www.goodsamaritanyouthdevelopment.org

Click program schedules, online registration and log in. To create a user ID you will use your email address as your ID and your member number for creating a password.

- Electronic **Debit or Credit Card**

2018 SkillsUSA Regional Conference Customer Service Contest Specifications

(Circle): MasterCard Visa Discover American Express _____
_____ [" Registration fees only

C: Registration and Monthly fees

For *electronic payment only*, your monthly fee may be debited on the

(Circle): 1st of each month 1st & 15th of each month

Account # _____ Expiration date ____/____

Name as it appears on account _____

Payment Policies

Payments are due by the 1st of each month with a 2 day grace period. August Fees are due the first day of school.