

EXPRESSIONS DANCE

Employee Key Results Areas

FRONT DESK

- 1. First Impressions**
Orderliness, cleanliness, professional dress & smile
- 2. Information**
Accessible, organized & accurate
- 3. Accuracy**
Regarding enrollment, accounts and information
- 4. Discernment**
Knowing when to listen, when to speak up & when to let go
- 5. Phones**
Answer in 3 rings, checking messages, return promptly, cheerful & helpful

TEACHERS

- 1. Dress code**
For students including tidy grooming for yourself
- 2. Classrooms**
Classes are prepared, energetic, positive, welcoming & disciplined
- 3. Outcome**
Student progress, choreography is age appropriate & well rehearsed
- 4. Policies & Procedures**
Knowledge, ask if you don't know, stay informed & be responsible
- 5. Growth**
Engage in personal development as a teacher and dancer

LEADERSHIP

- 1. Details**
Accuracy in planning, communications & execution of events
- 2. Initiative**
Look ahead, connect the dots & be a self starter
- 3. Follow through**
Timely, cheerful & complete
- 4. Communication**
Timely, thorough, accurate, candid & clear
- 5. Growth**
Engage in personal development as a leader

GOING THE “EXTRA MILE” IS PART OF OUR DNA AS AN ORGANIZATION

FRONT DESK

- “How can I help you?”
- “That’s a great question!”
- “Let me find out for you.”
- ★Be friendly & smile

TEACHERS

- “Is there something I can do for you?”
- “Are there questions?”
- ★Be approachable & solution focused

LEADERSHIP

- “How can we make this better?”
- “Can I figure this out?”
- ★Be responsive & forward thinking

