

Appendix C Tour Guide

<input type="checkbox"/> Preparation	<ul style="list-style-type: none"> ● Remind others in the home about tour. ● Tidy the space: <ul style="list-style-type: none"> ○ Have chairs for the parent and child. ○ Have toys and books. ● Gather pen, paper, and informational materials.
<input type="checkbox"/> Introduction	<ul style="list-style-type: none"> ● Greet parents with a SMILE. ● Greet child on his or her level. ● Welcome them to your family child care home. ● Introduce yourself, other caregivers, and your family. ● Sit down with parents and listen closely. Focus on the parents' areas of interest. ● Conduct a mini interview: <ul style="list-style-type: none"> ○ What are you looking for in a child care home? ○ Can you tell me about your child? What does your child enjoy doing? What are your child's dislikes? Does your child have any special routines, needs? ● Discuss programs, schedule, hours, etc.
<input type="checkbox"/> Child Care Area	<ul style="list-style-type: none"> ● Discuss how you set individual goals for each child. ● Share information about your curriculum. ● Share teacher: student ratio. ● Share yours and your staff's qualifications. ● Allow time for the parent and child to explore the environment together.
<input type="checkbox"/> Meals	<p>Discuss:</p> <ul style="list-style-type: none"> ● Menus. ● Outside food. ● CACFP program if relevant. ● Family-style meals, if relevant.
<input type="checkbox"/> Safety	<p>Discuss following safety issues:</p> <ul style="list-style-type: none"> ● Front door is always locked/code or buzz for entry. ● Sign-in/sign-out procedures. ● Emergency drills. ● CPR and first aid certifications. ● Disaster plan.
<input type="checkbox"/> Family Involvement	<p>Discuss:</p> <ul style="list-style-type: none"> ● Open door policy. ● Communications. ● Calendar. ● Parent (family)-teacher conferences.

<input type="checkbox"/> Unique Features	<ul style="list-style-type: none"> • Welcome children from all cultural backgrounds. • Provide individualized learning targeted toward unique strengths of each child.
<input type="checkbox"/> Closing	<ul style="list-style-type: none"> • Explain fees, enrollment process, etc. • Give parents all relevant information and forms to fill out. • Ask for additional questions.
<ul style="list-style-type: none"> • Train everyone in your home on how to handle a visitor. You all are ambassadors! • Introduce parents and child to staff. • Use their names throughout the tour. • Ask for questions along the way. • Be detailed/use specific examples. • Address unusual issues: smells, messes, children behaviors, repairs, etc. that you come across. Take the offensive! • Sell! Explain why your home is special and why they should pick you. • SMILE ☺ 	
Do	
<ul style="list-style-type: none"> • Be caring, friendly, knowledgeable, pleasant, respectful, and welcoming. • Display a positive attitude. • Go above and beyond. • Listen. 	<ul style="list-style-type: none"> • Make eye contact. • Respond. • Say, “Good question. Let me find out for you” (if you don’t know). • Help.
Don’t Be...	
<ul style="list-style-type: none"> • Annoyed. • Dismissive. • Distracted. • Disorganized. • Frustrated. • Inattentive. • Impatient. 	<ul style="list-style-type: none"> • In a rush. • Slow. • Talking about yourself. • Unresponsive. • Using negative body language. • Using your cell phone.