Training Exercise: Service Priorities

**WHAT’S THE POINT?**

**At the end of the day, our customers (parents) have very clear expectations about what they want to get out of their children participating in our programming. Understanding the expectations that parents have as it relates to the themes of our mission statement will guide Franchisees and Program Directors to make sound business decisions. Is one theme more important than another? The answer is YES. Follow the directions below to establish what you think OTA’s top priorities are.**

The OTA Mission Is To Give H.I.G.H. F.I.V.E.S

**Health-Involvement-Growth-Happiness-Fun-Instruction-Value-Enrichment-Safety**

Directions – Rank the above themes of the OTA Mission Statement by **priority**

1. Click here to enter text.
2. Click here to enter text.
3. Click here to enter text.
4. Click here to enter text.
5. Click here to enter text.
6. Click here to enter text.
7. Click here to enter text.
8. Click here to enter text.
9. Click here to enter text.