Standardized Email Signatures

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# Universal Signatures

Hello XXXXXX & XXXXXX,

Thank you again for the hospitality you showed to XXXXX and for trusting the education of XXXXXX to the School is Easy team.

Our office has received and is processing your enrollment.  We look forward to working with your family to ensure XXXXX’s academic success.

I will be reviewing XXXXX’s educational needs, personality, schedule and learning style as discussed during the consultation. I will then match you with the tutor that best fits your needs. You will receive a call and email when this has been completed; then you may call your tutor to confirm your first session.

Although a quality match does take time to confirm, rest assured that we will make every effort to match XXXX’s tutor as quickly as possible.

I am here to support you. If you have any questions, comments, or requests while tutoring with us, please contact me right away at XXX.XXX.XXXX or XEMAIL@schooliseasy.comX.

Please take a moment to read through the attached “Welcome Letter”, which was also left for you at the time of the consultation. Afterwards, please reply to this email so we can confirm we have the correct primary contact information recorded. This will help you to get started with ease.

Welcome to School is Easy!

Sincerely,

# Matching Signatures

## Available Students List

Hello Tutors,

Below is our current list of available students. If you see a student that you’d like to work with, please include the following details in your reply:

1. The name of the student in your subject heading.
2. Subjects you will tutor for the student
3. The days *and times* that you would be able to tutor the student.
4. The earliest day you would be available to start.
5. The best way to contact you over the next 24 hours: Text, phone, or email.

## Student Available

Hi XXTUTORXX,

I have a student you may be interested in working with. Please look

**Student:**

**Location:**

**Subject:**

**Sessions:**

**Availability:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **M** | **T** | **W** | **TH** | **F** | **S** | **SU** |
|  |  |  |  |  |  |  |

**Notes:**

Please reply to let me know whether or not you are interested in working with this student. If you would like to tutor XXStudentXX, please make sure to include the days/times you are available in your reply.

## New Tutor

Hello XXXPARENTXXX!

We are thrilled to introduce your new tutor: XXXTUTORXXX!

**XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX**

**XXXXXXXXXXXXXXXXXXXXX Tutor Description XXXXXXXXXXXXXXXXXXX**

**XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX**

**CONTACT:** PHONE

EMAIL

**FIRST SESSION:** First Session

**SCHEDULE:** Ongoing Schedule

**PRIOR TO 1st SESSION:**

Be familiar with the Welcome Letter & Policies attached to this email.  This helps us ensure we all know what to expect while working together towards XXXSTUDENTXXX’s success!

After you have had a few sessions, please send xxx@schooliseasy.com an email to let us know how things have settled in.  We look forward to hearing about XXXSTUDENTXXX’s future progress!

Thank you,

## New Student

Hello XXXTUTORXXX,

As discussed, here is the information for your new student, XXXNAMEXXX.

**SUBJECT:** Subject(s) to be tutored

**FIRST SESSION:** First Session

**SCHEDULE:** Ongoing Schedule

Please see the attached student profile for more information.

**NEW STUDENT CHECK LIST**

1. **INTRODUCTION:**  Please call the family **TODAY** to introduce yourself and confirm the first session.
2. **POLICIES:**  Ensure you are familiar with current policies and procedures
3. **PREPARE:** Read the student profile and plan an appropriate first lesson
4. **REPORT:**  Please email XXX@schooliseasy.com after your first session to let us know how it went.

**If you have any OBSERVATIONS, QUESTIONS, COMMENTS, or CONCERNS while working with a student, please discuss them with our office so we can provide you with the proper support!**

Thank you!

# Marketing

## Lead Response

Hello,

Thank you for your interest in School Is Easy! School Is Easy is an in-home tutoring business that provides one-to-one individualized instruction to students. Our proven process starts with an in-person assessment. We then match the right tutor to the student in order to help them reach their goals. We tutor all subjects and ages.

Call XXX.XXX.XXXX for your Free in-home assessment

**OUR SERVICE**

* We offer **Pay as you Go** tutoring and do not lock you into long term contracts.
* **We support in school instruction**. We work alongside schools or your chosen program to support student learning.
* **At a free consultation** we provide a learning style and skills assessment, gather information from teachers other professionals, and discuss academic goals. This information is used to create an individual student plan and get the best tutor match.
* **The School Is Easy Guarantee** If, for any reason, you are unsatisfied with a session, then you won’t be charged for it.
* **Our Tutors** are certified teachers, SEA’s, and subject specialists with post-secondary education in a related field of study. All are fully screened and are required to provide a criminal record check.
* **Parents receive a Session Log after every session.**

**OUR PROCESS: the 4 M’s**

1. **Make a plan:**  We evaluate your student’s needs and goals.  Then we make a plan to help your student reach those goals.
2. **Match:** We match your student with a tutor that is the best suited for his/her academic needs, personality and learning style.
3. **Monitor:** Session Logs are emailed to you after every session. Session Logs allow your School is Easy Director to monitor your students progress at every stage.
4. **Modify:** As we get to know your student, or as things change, we will suggest modifications to the plan to better address your student’s needs and goals.

**OUR TUTORS**

At School Is Easy we understand that the key to success is finding the right tutor. It’s not enough to find candidates with the right qualifications; our tutors must have a passion for what they do. Our tutors are positive, collaborative, consistent, and most importantly, they’re tried and tested and screened.

**GET STARTED TODAY**

Give us a call at **XXX.XXX.XXXX** to book a time for a consultant to come to your home, answer all your questions, and get the information we need to create the best tutor match for your student! 

**REGISTERED SERVICE PROVIDER WITH:**

  

## Event Lead

Hello,

Thank you for your interest in School Is Easy! We enjoyed meeting you at XXXEVENTNAMEXXX. This email is a confirmation of your entry into our contest for 1 year of free tutoring. Contest Terms and Conditions can be found at [www.schooliseasy.com/contest](http://www.schooliseasy.com/contest). For additional information, Please contact us at XXX.XXX.XXXX or reply to this email.

As you showed some interest in receiving tutoring in the upcoming year, I have included some information on our services for your convenience. If you have any further questions, I would be pleased to hear from you.

 [insert body of normal Lead email]

## Consultation Confirmation

Hello XXXPARENTXXX!

Your consultation is booked for DAY, DATE at TIME am/pm.  Your Educational Consultant will answer all your questions and work with you to do an educational assessment.  For the consultation, please have available any recent report cards, teacher recommendations, and evaluations from doctors or other professionals.  Any information that will help us work alongside those investing in your student's life will be beneficial.

We look forward to meeting you to discuss XXXSTUDENTXXX’s academic needs, personality and learning style!  This information will help us make the best tutor match possible.

**OUR SERVICE**

* We offer **Pay as you Go** tutoring and do not lock you into long term contracts.
* **We support in school instruction**. We work alongside schools or your chosen program to support student learning.
* **At a free consultation** we provide a learning style and skills assessment, gather information from teachers other professionals, and discuss academic goals. This information is used to create an individual student plan and get the best tutor match.
* **The School Is Easy Guarantee** If, for any reason, you are unsatisfied with a session, then you won’t be charged for it.
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4. **Modify:** As we get to know your student, or as things change, we will suggest modifications to the plan to better address your student’s needs and goals.

**REGISTERED SERVICE PROVIDER WITH:**

  

**TESTIMONIALS**

*XXXXXXXXX*

## Referral email

Hello XXXPARENTXXX!

We are so pleased that you are happy with our services and that XXXXXXXXXX. People that are looking for help for their children are looking for a company that will do a good job. We can tell them, but really they will believe you! Would you mind taking a moment to share your experience with us so that it is easier for new families to feel comfortable moving forward with our services? Thank you so much for taking this time and helping us to continue to make a difference for the students and families we serve!

www.XXXX.xom

# Student Support Emails 1 – Checks

## First Check In

Hello XXXPARENTXXX,

I hope this email finds you and your family is doing well! I would like to hear how tutoring has been going for XXXSTUDENTXXX.  Do you feel the match with XXXTUTORXXX has been succesful so far?  XXINCLUDE MORE DETAILS ABOUT THE STUDENT’S SPECIFIC GOALSXX

When you have a moment, please let me know your thoughts.  I would love to know about their progress to date!

|  |  |
| --- | --- |
| **Are you satisfied with the consultation and enrollment process?** |  |
| **Have your sessions been effective?** |  |
| **Has your tutor been professional, consistent and on time?** |  |
| **Is progress being made in line with your objectives?** |  |
| **How could we improve your tutoring?** |  |
| **Is there any other advice or feedback you would like to give us?** |  |
| **Would you recommend School Is Easy to friends or classmates?** |  |

If you have any questions or would like to discuss XXSTUDENTXX’s progress so far, feel free to either respond to this email or give us a call at XXX.XXX.XXXX. Our office is open Monday to Friday, 9 am to 4 pm.

I look forward to hearing from you. Thanks so much!
Sincerely,

## 2nd Check

Dear XXFAMILYXX,

I would like to touch base about XXSTUDENTXX’s tutoring progress. XXTUTORXX has been working with XXSTUDENTXX for the last XX months.  Are things continuing to progress well with XXTUTORXX?

When you have a moment, please let me know your thoughts.  I would love to know about their progress to date!

I look forward to receiving your response.  It helps us continue to support your family in the best possible way.

Sincerely,

## New Tutor (Recently Re-matched)

Hello XXXPARENTXXX,

Greetings! I just wanted to follow up and see how tutoring has been going for XXXSTUDENTXXX.  Are things progressing well with XXXTUTORXXX?  XXINCLUDE MORE DETAILS ABOUT THE STUDENT’S SPECIFIC GOALSXX

When you have a moment, please let me know your thoughts.

|  |  |
| --- | --- |
| **Have your sessions been effective?** |  |
| **Has your tutor been professional, consistent and on time?** |  |
| **Is progress being made in line with your objectives?** |  |
| **How could we improve your tutoring?** |  |

I look forward to hearing from you soon.

If you have any questions or would like to discuss XXSTUDENTXX’s progress so far, feel free to either respond to this email or give us a call at XXX.XXX.XXXX. Our office is open Monday to Friday, 9 am to 5 pm.

Thanks so much!
Sincerely,

## Matching Info Request

1. Type of the tutoring required

2. Course Name and Grade level :

3. Schedule. Please include the earliest time a session can start and the latest time it can end for every day of the week.

Days you are unavailable can be indicated with an “x”

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **M** | **T** | **W** | **TH** | **F** | **S** | **SU** |
|  |  |  |  |  |  |  |

4. Number of sessions per week: (1, 2 or 3 times per week)

5. Workbooks/ support materials used or needed

6. Goals

Please keep in mind that our tutors are in high demand and their schedules fill up quickly. In order to secure your best match please provide more options for tutoring times.

Feel free to call the office if you have any questions, comments or concerns.

We hope to hear from you soon.

Sincerely,

Not recently Tutored

Hello XXXX,

I hope this email finds you and your family doing well. I would like to follow up with you to see how XXSTUDENTXX is doing, as we notice there has not been any tutoring since XXXXX. Is there anything we can do to help you?

If you need any help or have any questions or want to provide any feedback, please feel free to contact us any time. If you’d like to contact us by phone, the number is XXX.XXX.XXXX and our office hours are Monday to Friday, 9 am to 4 pm.

Thanks!

Sincerely,

## Winter Seasonal – Rematch needed

Hello XXXPARENTXXX,

I hope you had a fantastic Winter Holiday! Now that we are approaching the new semester, it is time to evaluate our progress so far and establish a game plan for the remainder of the school year. In order to match XXXSTUDENTXXX with a tutor this semester, we need the following information as soon as possible:

 [INSERT MATCHING INFO REQUEST]

## Winter Seasonal – Tutor Returning

Hello XXXPARENTXXX,

I hope you had a fantastic Winter Holiday! Now that we are approaching the new semester, it is time to evaluate our progress so far and establish a game plan for the remainder of the school year. XXXSTUDENTXXX has been working with XXTUTORXX for the past XX months. If you would like to continue working with the same tutor, it is a good idea to contact them several weeks in advance to establish your Spring semester schedule.

As always, we are here to support you. If there is any difficulty in establishing an agreeable schedule, please give us a call. Our primary concern is making sure that XXXSTUDENTXXX has the best support possible, which includes an appropriate schedule.

Now is also a good time to update tutoring goals and support materials. Please inform our office about the tutoring priorities for this next semester. This can include things like study skill development, grade point targets, review of missed building blocks, advanced academic coaching, or focus on a certain subject. We will make sure to record these goals and communicate them clearly to your tutor(s).

Sincerely,

## December Seasonal – Linear

## End of Semester Seasonal – High school

Hello XXXXXXXX,

I hope your day is going well! As classes are wrapping up, it is a good time for us to do a review of XXSTUDENTXX’s progress over the past semester. This can include recent test scores, teacher feedback, grades, or increased student confidence.

How do you feel XXXXXXX has been progressing? Did XXSTUDENTXX work well with XTUTORX? Please let us know about any ways we can improve your tutoring experience moving forward.

Sincerely,

## End of School Year

[BEGIN WITH END OF SEMESTER SEASONAL]

I am also wondering if XXXXXXX will be requiring summer tutoring. If so, we would be happy to put together a personalized summer tutoring plan.

If not, we can put your account on hold and restart in September. Please be sure to call or email the office in mid-August to set up Fall tutoring and reserve your preferred tutor.

Our Summer office hours are Monday to Thursday, 10 am to 4 pm. We will follow up regularly on any messages and emails you send us after hours.

Sincerely,

## Summer Seasonal

Hello XXPARENTXX,

I hope you are enjoying the sunshine! How has tutoring been going with XXTUTORXX? I just wanted to follow up regarding the XXmethodofcontactXX you left for us.

We have contacted XXTUTORXX to let HERorHIM know that you would like to put a stop on XXSTUDENTXX’s tutoring for the summer.

Please contact us two full weeks before you want to resume tutoring. This gives us enough time to get everything organized for you!

If you are planning to pre-purchase more hours for the following year, now would be a good time to take advantage of our summer sale. The sale runs until August 15th and the hours can be used at any time. Let me know if you are interested and I can send you the details.

Please do not hesitate to contact us if you have any further questions or concerns. Have a wonderful summer J

## Positive Review

Hi XXPARENTNAMEXX,

Thank you for your kind comments.

Would you be willing to click on the link below to rate us on Google? This helps families have confidence in getting the help their student’s need.

www.XXXXX.com

Also, if you want to send a personal kudos and shout out to your tutor via our monthly newsletter, feel free to email us in the office and we will be sure to include it.

Thanks so much!

Sincerely,

# Student Support Emails 2 – Follow Up

\*Always accompany emails in this section with a phone call

## Client Missing Sessions/ Reducing Schedule

## Client Cancellation Under 24 Hours

Hello XXXPARENTXXX,

Hope you are doing well and that XXXXXX is enjoying the tutoring sessions.

Please note that a session report will be submitted for the session you cancelled. This session was scheduled for XXXDAY/TIMEXXXX, and your tutor received your cancellation at XXXTIMEXXX.

There is a 1 hour charge for any session cancelled less than 24 hours before a booked session. This is outlined in your enrollment contract and our Welcome Letter. Our cancellation policy exists out of respect for our tutors, as it is costly for them to have a cancelled session without the opportunity to book another in its place.

We understand that some situations make tutoring impossible. If you experience an unexpected family emergency or sudden illness, please contact the office right away. We will contact you tutor to cancel the session and waive the usual charge.

In the future, please give at least 24 hrs notice prior to cancellation so you are not charged for the session.

I have attached a copy of our Policies to this email for your convenience.

Have a wonderful day!

# Tutor Recruitment

## Applicant Response (Does not Qualify)

Dear Applicant,

Thank you for your application submission and interest in School Is Easy. I’ve passed on your resume to the managers and they will contact the successful candidates whose skills and qualifications match our current needs. All resumes will be kept on file to review as needed.

Thank you for your interest and we wish you the best in your future endeavours.

## Applicant Response (Positive)

Thank you for your interest in School Is Easy.

I have received your resume and am interested in further discussing your qualifications. Please complete our online application : www.XXXX.xom

Please note that this is a part time position with flexible hours. We are looking for long term team members for this school year.

If you have any questions, please do not hesitate to send me an email or give me a call.

Thank you!

## Interview Confirmation

Hi XXXX,

As discussed, here is the information for your interview:

Date/Time:

Location:

What to Bring: *A copy of your resume, 3 references with email addresses listed and/or a copy (or original) of a valid criminal record check if you have previously completed one. If you do not have these items in time for the interview, don’t worry! They can always be sent at a later date if you are contracted.*

Please respond to this email to confirm.

Thanks!

## New Tutor Welcome

Hello XXXXX

Welcome to the School Is Easy team! We are excited to begin working with you.

As XXXXXX mentioned in your interview, we need you to complete the new tutor check list before you begin working with students: Send in three references, complete a criminal record check, thoroughly read through our Policies and Procedures, submit a photo, and RSVP to an orientation.

Out of this check list, you still need to complete the following:

* 1. **Send in three references.** Please email the phone numbers and email addresses for your three references.
	2. **Complete a criminal record check**. You can choose to do so through your local RCMP station, via [WWW.XXXX.com](http://WWW.XXXX.com) or by sending in a current one you have completed previously. Using CrimCheck is generally the **cheapest and most efficient** means of completing a criminal record check.

If you are a licensed teacher you must pass on your license number to the office in place of a new CRC.

* 1. **Read Tutor Policies and Procedures**. You were provided with a Welcome letter than includes our policies as part of your new tutor package after your interview. Please make sure to read it thoroughly. Contact the office for any clarification.
	2. **Submit your photo and Bio**. Your Tutor Bio and picture will be sent to the to the parents and students when a match is made so they can get to know you.
	3. **Attend an Orientation**. As you may know, we will be hosting Tutor Orientations for all new tutors. Our orientation is mandatory, and is an important part of becoming part of the School Is Easy team.

Our next orientation will be xxxxxxxxxxxxxxxxxxxxxxxxxx. Please RSVP by replying to this email.

One more thing! When you reply to this email, please let me know what your preferred method of contact is: call, email or text.

Thank you!

# Tutor Management

## Reference Checks

Hello XXXXXX!

XXXXX has applied to School Is Easy to work as a professional Tutor, and has provided your name as a reference. **He/She** will be working with elementary and high school students. Please let me know some of your impressions of XXXXX by completing the questions below:

1. Do you think the candidate is qualified to assume tutoring responsibilities? Why or why not?
2. What was the candidate's attendance record? Was the candidate on-time and dependable?
3. What are the candidate's three strongest qualities?
4. Please rate this candidate on the following characteristics from 1 to 5, 5 being the highest:
5. Communication Skills
6. Dependability/Reliability
7. Organization
8. Professionalism
9. Creative
10. Ability to relate to others
11. Would you rehire this candidate?
12. Should we hire this candidate?

Thank you very much for your time and help.

## “On-Hold” Tutor Check In

\*sent to tutors who are not currently taking students when we reach their “Maybe” date on the tutor List

Hi tutors,

Hope you are doing well!

All of you currently have the tutor status of “on hold”. Now that we’re heading into **XXXMONTHXXX**, I’d like to update each of your profiles with one of the following:

1. **Active** – You’re willing to accept students again. You will be contacted when we have new students available and you will receive the weekly/bi-weekly Available Students List email.
2. **Hold** – You’re currently unable to take students but will be “Active” again in a few weeks/months.
	1. If you’d like to remain on hold, please tell me when to check in with you again.
	2. Please indicate if you would like to still receive the Available Students List email.
3. **Inactive** – you’re no longer interested in taking students for the foreseeable future. We will remove your name from the tutor lists and you will not receive additional contact from the office. If you are currently busy but would like to take students again in a future semester, we’ll put you on hold.

Please let me know which of the above applies to you. If I don’t hear from you by **DAY, MONTH, DATE**, I’ll assume you are “**XXXXXX**”.

Thank you,

## Tutor Quit – Addendum not Completed

\*\*ATTACH TSA\*\*\*

We require a completed Tutor Student Assessment form for each student. We use these to update the student profiles and to help ensure a smooth tutor transition going forward.

Please remember that we must receive the completed forms for each of your students before you are considered to have given your 2 weeks’ notice, because we are unable to start the rematch process until we have the forms in-hand.  Thank you for understanding.

Sincerely,

## Tutor Student Assessment

Dear XXXXTUTORXXXX,

Can you please fill out “XXXXDIRECTIONSXXXXX” Thank you so much for your assistance in carrying information forward so we can better look after your student’s needs.  We hope you enjoyed tutoring XXXXSTUDENTXXXX and thank you for all your hard work and effort on their behalf!

Thank you,

# Session Reports

## Need More Detail

Hi XXXX,

Your session report has been rejected as it requires more information. Please include information regarding what you worked on during your session and any homework that your student needs to complete. Describe the student’s progress, their level of engagement, and how prepared they were for the lesson. Make sure to note any upcoming tests, and make suggestions on what areas the student should focus on while studying.”

Please add some more details to your session reports so that we can continue to approve them in a timely manner. Thank you!

## Rejected Report for Session Cancelled Due to Illness

I hope that you are having a good week so far!

I rejected one of your session reports today because it was for a cancellation due to illness. Part of our cancellation policy states that we do not charge clients for cancellations due to illness. We also accept late cancellations from tutors who are ill without any warnings or contract termination. This is to prevent the transmission of viruses through our tutor/student network.

Please note the Policy from our Tutor Policy and Procedures List:

24 HOUR RULE: Parents/students must contact you 24 hours in advance to cancel a tutoring session. If you receive a late cancellation, you may submit a session report for one hour. Set Attendance to  “Late Cancel”. This report should include information on who cancelled, when, and why. The client must be reminded of this policy at the time of cancellation. Cancellations cannot be accepted from a minor. We do not charge in cases of sudden illness, injury, or other serious emergency.

If you have any questions regarding this policy and how it applies to your session reports, please give me a call. It is important to us that we reach the balance between not penalizing our clients for illness and emergencies outside of their control, and making sure that our tutor’s time is respected.

## Cancellation Info Request

Hello XXXX,

I reviewed the following session report:

XXXXXXXXXXX SESSION REPORT XXXXXXXXXXXXXXX

As stated in the School Is Easy Tutor Policies and Procedures:

24 HOUR RULE: Parents/students must contact you 24 hours in advance to cancel a tutoring session. If you receive a late cancellation, you may submit a session report for one hour. Set Attendance to  “Late Cancel”. This report should include information on who cancelled, when, and why. The client must be reminded of this policy at the time of cancellation. Cancellations cannot be accepted from a minor. We do not charge in cases of sudden illness, injury, or other serious emergency.

It is **important** that you specify whether you informed the family that they would be charged for the cancelled session.

For this reason, I have rejected the session report so that you can make the appropriate changes.

Would you please give a little more detail regarding the cancelled session?

* Was it a regularly scheduled (and agreed upon) time?
* When were you notified, how and by whom?
* What reason was given for the cancellation?
* Was the client **informed** that 1 hour would be charged for the short notice?

Once I receive this information I will contact the client to remind them of our policy and will approve your report.

If you have any questions regarding this, please contact our office.

Thank you,