**CHECK-IN LEADER TRAINING**

*We are honored to have you join our CedarCreek Kids Team! Our hope is to equip you with all of the information you need to serve kids and families with excellence. To accomplish that, you will be paired up with a seasoned leader to learn all about CedarVille. If you have any questions along the way, just ask!*

*Let’s have some fun!*

*The CedarCreek Kids Staff*

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**KIDS GUEST SERVICES TECHNOLOGY**

Please use all technology and equipment appropriately. If you have questions, or if something isn’t working properly, please contact a Kids Staff Member and/or submit a CreekHelp ticket. No food or drinks are permitted near the equipment. \*Show how the following technology works at the Kids Guest Services area.

* Computer
* Printer
* Rock – Check-In Central (You will be given a log-in)
* Text Paging

**NEW FAMILY CHECK-IN**

We want every new family to have a fantastic first impression with a red-caret experience. \*Walk through how to check in a new family.

* **Paperwork** – Each family completes a one-time registration form. Please have them fill out as much information as possible. The more information they provide, the more we can care for the family.
* **Add each family member to the database**
* **Train the family on how to check-in**
* **Security Tags** – Each time a family checks in they receive new tags. Each parent will receive a security tag with a code. A corresponding tag will be given to the child.
* **New Family Envelope** – Give an envelope to each family with information about our ministry and some gifts for them!
* **Escorting New Families** – We walk each new family back into our environment and connect them with either a staff member or another volunteer. If you are not able to leave your check-in area, please invite another team member to walk the family back.

**POLICIES AND PROCEDURES**

* **Appropriate Dress –** You give a wonderful first impression for guests! Please dress modestly and with the anticipation of meeting new families. Also remember that children can be very sensitive to strong odors such as tobacco, heavy perfumes, etc. Allergies from animal hair are also concerns. Please plan accordingly.
* **Food and Drink –** Please refrain from eating or drinking while checking in families. We want to prevent spills and clutter, while keeping our technology working properly.
* **Cell Phones –** Please refrain from using cell phones while serving in CedarVille.
* **Photography and Videography –** Taking pictures or videos of children is not permitted.
* **Challenging Conversations -** When a challenging conversation with a parent is needed, please contact a Kids Staff Member. They are required to own the conversation. Situations may include, but are not limited to, suspected abuse, suspected illness (example: lice, pink eye, fever, etc.), violence (example: biting another child).