



# CHECK IN LEADER TRAINER CHECKLIST



Thanks for helping to lead our apprentice program! Please use the following information to train your apprentice, ensuring they are equipped in every way! We set aside two weeks for apprentice training. If questions arise that you feel unprepared to answer, please contact a Kids Staff Member.

Your leadership is so valuable!  
**The CedarCreek Kids Staff** ☁️

## GUEST SERVICES TECH

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

- ☐ Computer
- ☐ Printer
- ☐ Fellowship One
- ☐ Paging

## CHECK IN

Families who have barcodes may choose to check themselves in. Please ensure the self-check in computers and printers are working and ready to go for guests. (Show how the self-check in process works.)

- ☐ Set Up
- ☐ Check In Process

## ASSISTED CHECK IN

Other regular families may choose to be checked in by the Guest Services Team. We strive to know the families by name and make their check-in process as smooth as possible. (Show how the assisted check in process works.)

- ☐ Set Up
- ☐ Check In Process

## NEW FAMILY CHECK IN

We want every new family to have a fantastic first impression of CedarCreek Kids with a red-carpet check in experience. (Walk through how to check in a new family.)

- ☐ Set Up
- ☐ **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.

## NEW FAMILY CHECK IN

## POLICIES/PROCEDURES

- ☐ **Check In Process**
- ☐ **Security Tags** – Each time a family checks in they receive new tags. Each parent will receive a security tag with an alpha-numeric code. A corresponding tag will be given to the child.
- ☐ **Barcodes** – Offer each new family a barcode to use at our self-check in stations the next time they attend. This is a convenience for the family.
- ☐ **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.
- ☐ **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 have 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).