



GUEST RELATIONS

Roles & Responsibilities:

- Confirm Planning Center by the Wednesday before you are scheduled to serve. If you are unable to serve on your assigned date, please contact Eddie Santiago as soon as possible.
- Arrive at 8:30/10:30, wearing your GR shirt and make sure the check-in desk is up and running - labels are in the printer, plug-in cards and stickers are fully stocked, back-up labels are at the sign-in desk and paper for list of new people.
- Make sure that the Spotify playlist is started and music is at a level where everyone can hear it while able to have conversation as well.
- Huddle at 8:35/10:35 with all teams in the Sanctuary.
- Be at the check-in desk at 8:40/10:40 ready to go.
Please **do not leave the desk** until you come in to service after worship.
- When checking in, please note that we do not accept infants under 6 months old.

- If someone is not in our system, please help them sign in and add them to Realm.
Children MUST be entered as a Child, not Other.
- **NOBODY IS ALLOWED PAST THE SIGN-IN DESK** except for Freedom Factory Volunteers and Children with Stickers.

ONCE WE ENTER THE THIRD WING:

New Kids Check-In/Out Process:

- First Impressions will direct 6mo-3yo to the Nursery to check-in and **4-12yo to the gym to check-in** until 9:15/11:15. There will no longer be a check-in desk in the Kids Hallway.
- **Kids will be checked out from the classroom via walkie-talkie.**
Guest Relations will contact Kids Rooms with the child's name when their parent has arrived to pick them up. Nobody is allowed past the roped off area for security reasons.
- **Guest Relations Volunteer will not go into service.**
There will be a live stream of the service in the lobby at the seating area.
- GR Volunteer must write down new people's names on piece of paper at desk for Steve - just first/last name.
- **Parents CANNOT go down hallway during service** - NOBODY is allowed past the sign.