

## Kids Quest Check-In

We are committed to a friendly and welcoming environment as well as a fast and accurate Check-In experience. Great lengths have been taken to ensure that first-time registration and Check-In is a very positive experience for all families. People say you never get a second chance to make a first impression. Kids Quest Check-In is the first impression, so we must do whatever it takes to make it an incredible experience.

### Roles

Check-In volunteers may fill any of the following roles. Based on training, experience and the current need, a check in volunteer may serve in any of these roles. Over time, Check-In volunteers need to become proficient in all three areas.

#### Greeter/Guide

Greeters/guides are simply the smiling face, the listening ear and conversation piece for parents coming to check in their children. Greeters/Guides may be stationed at the door to greet people as they enter, walk with people in the line and talk to them as they wait to be checked in or even escort first time visitors to their classrooms.

#### Check-In Attendant

Check-In attendants simply help parents check their kids into the appropriate classrooms. The goal is fast, accurate and friendly service.

#### Guest Registration Attendant

Guest registration attendants help first time guests register their children and get them checked into their new classrooms. This person needs to be a little more proficient with the software to know how to register first time attendees as well as being knowledgeable of the programs and facilities to instruct families on what Kids Quest has to offer.

### Information

- Computer Check-In are located in the Kids Quest lobbies both upstairs and downstairs of the Kids Quest building and any child can be checked-in at any computer station.
- New families are encouraged to register at the “Visitor” kiosk to the right of the boat.
- Children must be checked into their age appropriate rooms. Siblings/guests of different ages often ask to be placed in the same room. The Boat Captain or ministry director must make this call. The general rule is that the older child will attend the classroom of the younger child.
- On some occasions rooms reach physical or ratio capacity and are closed. When this happens check with the Boat Captain before checking the child into a different room.
- Notify a boat captain anytime you encounter an upset/angry parent.

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- Parents may begin registering their children at any time before service. Remind them that they may not drop their child off to the classroom until twenty minutes before their scheduled service begins.
- Refer to the code chart if any children have allergies or disabilities
- During the service someone must remain in the Check-In area for security. No unauthorized adult is allowed into the classroom areas.

### **Check-In “check list”**

- Arrive to your Check-In station at least 30 minutes before the service begins so you can connect with your boat captain for instructions, updates and other information.
- Before getting started, check the labels in your printer. If they’re getting low, have another roll ready for a quick replacement during the Check-In rush.
- Be sure you have all the supplies you need (pens, guest cards, guest dot stickers, database change forms) before getting started.
- Check with the Boat Captain about any special changes such as room closures, promotions, or even classes (dedications or baptisms) that parents might enquire about.
- When checking kids in, ALWAYS read out the Names/Age of the class/room the child is being checked into (Example: “I have Matthew in 2<sup>nd</sup> grade boys and Shannon in Beach Boulevard, is that correct?”)
- If possible, escort guests to their classrooms rather than point the way. If Check-In is slow, utilize Check-In attendants as guides.

### **Common Check-In Issues**

#### **Duplication**

One of Check-In’s biggest enemies is a duplicate. They bloat our database and make Check-In confusing for both the families as well as Check-In attendants. One of the main sources of duplicates in our system is a Check-In attendant who is careless and rushed.

- If a person gives you the last four numbers of their phone number and it doesn’t work. Confirm the number with them again and try it one more time.
- If that doesn’t work, ask them if there is any other number they may be registered under.
- If that doesn’t work, ask them when the last time they attended. If they’re new, there is a possibility that their contact information isn’t yet entered. If they’ve never attended, follow the first time guest process.
- If you still can’t find them, try to find by looking up their name. Try looking up the name of one of the kids first. To eliminate the chance of misspelling, type in just the first few letters of both their first and last name. (Example: If they’re name is Scott Jenkins, type in “Sc Je” or “S Jen.”) Once you find one family member, you’ll probably find the rest.

- Prevent this from happening again by filling out a F1 change form. Ask the parent for an updated phone number (or two or three) that we can associate with their family. Be sure to indicate if it is a home number or cell number and if it is a cell, which parent it belongs to.

If a child seems to be missing from a family, be sure to click on the “show visitors” button above the family names. Usually friends of the family are there and sometimes a family member gets misplaced there. If you see a mistake that needs to be corrected, fill out a F1 change form and we’ll correct the issue (including duplicates).

Remember, anytime you add people to Check-In (especially people who say they’ve been there before), you are likely creating a duplicate. Take just a little extra time to try to find them before adding them.

### Different claim tickets

Here’s the scenario. Mom and dad split up and take kids to different Check-In locations. Mom and the child with her get one code on the child’s tag and parent receipt and Dad and the child with him get another code. Or, you check in a family and after checking them in, you somehow missed that child hiding behind his big brother. You check him in and it spits out a different code on his tag and a new parent receipt to match it. This is a security feature. Parent receipts are only printed once per Check-In transaction. If you find yourself in this situation, follow this procedure:

- Take all the tags back from the family (if they’ve already placed them on their kids, just take the parent receipt and the new tags for kids can be placed over the other ones).
- Check all the kids out of their classrooms. To do this, pull up the family again and select all the kids you’ve checked in. Click on every child and the room they’re currently checked into. Once you click on their room, the red check mark on the left side of the screen will disappear from the service they were checked into. If they were checked into rooms for multiple services, check the other services and click on the rooms until all the red check marks disappear. Once you’ve checked all the kids out, you will have to click the “review checkins” at the top right of the screen. On the next screen click “complete.” Now all the children are checked out of their classes.
- Now you can check all of them back into their classrooms. When you are done, all kids will have the same security code.

This is frustrating and takes a little extra time. However, taking the time to do this will save the parents from a frustrating experience when they arrive at a child’s classroom with the wrong receipt.

### F1 Change Forms

Whenever you come across a mistake in our data (including misspelled names or names all in lowercase), please fill out a F1 Change form. Please be as thorough as possible. If a parent asks for information to be changed, it is helpful to ask a few questions to get details. There are certain changes we can’t make to the data unless we know why.

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Example: A mom may ask for a child to be removed from their family. Knowing why will help us know what to do. You can say, "In order for the data entry team make changes to your family, can I ask a question or two? Why do they need to be removed from your family? Do they no longer live with you or were they never really supposed to be in your family?"

Important: These are somewhat loaded questions and you may want to defer to the boat captain and let him or her pull the family to a corner to ask these questions with a little more privacy. Sometimes the family information needs to be changed because there has been a divorce or a parent has simply left. We need to know this as it could relate to the safety of the children, but the situation could be delicate. Always be sensitive to the situation.

## Role Descriptions

### Boat Captain

A Boat Captain is the point person for Kids Quest Check-In during a weekend service. Boat Captains carry out instructions and procedures designated by the Check-In Coordinator and ensure that Kids Quest Check-In is a welcoming environment where families are treated with excellent care and kids are checked in quickly and accurately.

- Arrive at least 30 minutes before the service begins
- Be aware of what team members are coming
- Check supply levels (pens, guest cards and labels)
- Turn on Check-In computers (or change the activity code to the current service) and print a sample tag at every station (including upstairs Check-In stations)
- Print a nametag for yourself
- Share pertinent information and instructions with Check-In team and lead in a quick prayer before beginning (one Check-In attendant may need to man a computer for early parents)
- Be available to answer parent's questions, help if there is a problem with a Check-In or direct parents to open Check-In stations around the boat.
- Communicate with the Elementary or the Early Childhood staff about anything affecting Check-In or their ministries (including room closures).
- Dismiss Check-In volunteers after the service begins and Check-In slows down.
- Close doors leading to Early Childhood classrooms 30 minutes after the service begins.
- Be available for late Check-Ins and stop unauthorized people from entering children's areas.

### Check-In Volunteer

Check-In volunteers serve as the first impression team for Kids Quest. Serving as greeters, guides and check in attendants; Check-In volunteers create a welcoming environment for families as they begin their day at church. Our goal is to serve families with excellence while checking them in quickly and accurately.

- Arrive at least 30 minutes before the service begins
- Connect with the boat captain for instruction, changes and prayer
- Verify whether you'll be serving as a Guest/Guide, Check-In Attendant or Guest Registration Attendant
- Check supply levels (pens, guest cards and labels) at your station
- Print a nametag for yourself
- Defer to the Boat Captain if you have questions or if a parent gets frustrated, gets upset or has questions.
- Check with the Boat Captain before leaving
- Attempt to find your replacement if you're going to miss a service.

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