Check-In /First Impressions Team

Thank you for serving at NOW Church! We are so glad to have you on the team! 😀
Our check-in team is so important because you are often the first person kids and parents meet when they come to church. As the saying goes, you never get a second chance to make a good first impression. We always want to do our best to ensure that everyone has a great experience.

Our prayer is for every child to connect with God at the earliest possible age and have their own relationship with Jesus.

We believe what **Luke 9:48 TPT** says, "If you tenderly care for this little child on my behalf, you are tenderly caring for me. And if you care for me, you are honoring my Father who sent me. The one who is least important in your eyes is actually the most important one of all."

Volunteer Schedule:
*Please note, we try to schedule each of our volunteers to serve one Sunday a month so you can feel free to serve in other departments you might be interested in as well. When you are scheduled please report by 8:10 am for 1st service 9:40 am for 2nd service & 11:10 am for 3rd service. Please note check-in is until 8:45/10:15/11:45 am for each service.

NOW Crew Lounge Code: 2432 ✓
Please keep this code confidential as our NOW Crew Lounge is a perk for all NOW Crew volunteers to enjoy on the day they are scheduled to serve only! Please feel free to come in a few minutes early, place your personal items in the cubbies that are under video surveillance for safe keeping and grab a snack or drink as you prepare to serve or are finished serving. Enjoy!

When Serving…
*Make sure iPads are on and do a test print on each printer by printing out your volunteer sticker.
*Make sure lollipops and stickers are stocked (supplies are located underneath the cabinet in the Legacy Building behind the Guest Experience counter.)

*__**Please remember to:**__

1. **SMILE** 😃
2. Always **be alert** to new families coming in and offer to help & and be ready to answer any questions parents/guardians may have.
3. **Be friendly** as you greet families. Engage with the kids and offer lollipops/stickers.
4. **Be warm & engaging -** Say “We’re so glad you’re here today!” Make simple conversation to make them feel welcome.
5. For those families who have been to NOW church before and walk to the self check-in, always remember to be welcoming & helpful!

For first time guests without children, please direct them to our Guest Experience Counter to register and receive a special gift!

If checking in more than one new family, please let the next family know you will get to them as soon as possible & if they want they can sit in the waiting area on the couches. Then when finished with the previous family, thank the new family for their patience. Please remember to offer lollipops and stickers to the kids as long as the parents/ guardians say it’s ok.

__**NOW Kids Age/Location Breakdowns:**__

Nursery 0-2 (Main Building)
Preschool 3-5 (Legacy Building)
Elementary Age 6-5th grade (HUB - Main Building)

If iPads are down or wifi is not working, go to “Off Line Mode.”

1. On iPad - go into notes & add their info manually so you can add their info when wifi is fixed.
2. Use wrist bands or label paper from printers to write the name of the child on one band/label & the parent’s cell phone number.
3. Write the same information on the label and give to the parent so they are both identical.

***Important Policy:** If a child has been sick within the last 24-48 hours politely ask the parent/guardian to please take their child into service with them and help us keep germs from spreading to other children.

Thank you so much for serving at NOW Kids Check-In! We appreciate you and all you do to help kids and their families have a great experience at NOW Church!

Many thanks,
Pastors Tristan & Kristen Kennedy