



STANDARD OPERATING PROCEDURE

FIRST-TIME GUEST CHECK-IN (FTGCI)

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MISSION:

We are the beginning that leads to a Great Experience with smiling faces and open arms...Welcome to The Brook!

PURPOSE OF DOCUMENT:

The purpose of this document is to let volunteers know who we are, what we do and the expectations of a First Time Guest Check In volunteer.

SCOPE:

There are three primary roles within the First Time Guest (FTG) Check-in procedure.

- *FTG Check-in Lead is responsible for the oversight of the other FTG volunteers and serves as the point of contact for the FTG Check-in process.*
- *FTG Check-in Volunteers serve at each of the entrances and are responsible for entering all first-time guest information into the FTG form.*
- *Floater is stationed at the Information Center. Key responsibilities includes any questions, directing visitors, and distributing cupcakes to FTGs at the end of each service. He/she may also assist with the collection of information for those desiring to become new members.*

TIME AND LOCATIONS:

Sunday In-Person Worship Experience beginning at 7:15am.

RESOURCES

CHROME BOOKS W/ CHARGERS, FTGCI CARDS, FTGCI CARTS



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SPECIFIC PROCEDURES

Task	Step by Step Procedure
	<ol style="list-style-type: none"> 1. <i>First shift volunteers arrive at 7:15am and pray with First Touch.</i> 2. <i>Leader (or whomever arrives first) pulls out chrome books from the black box located in the FCAP room and turns them all on. The code to the black box is 811. Carts are to be pulled from the FCAP room and take them to the main entrance(2 carts) and Children's Church(1 cart)</i> 3. <i>Login is: getintheflow. Each volunteer will check in with the leader and sign out a chrome book and take it with them to their assigned area. Currently we do not use one for the floater.</i> 4. <i>Leaders are to make adjustments for the flow if there is a call out.</i> 5. <i>Floater are at the Information Center and watch the flow of the morning throughout the services, they are to make sure the back entrance has 7-10 cupcakes and after each service pass out cupcakes to visitors that have a card that was given to them before service. Floater will take the card in exchange for the cupcake. Floaters will make sure the lines are not being backed up with visitors signing in at the carts.</i> 6. <i>FTGCI volunteers at the entrances will greet visitors and sign them in. Give each visitor a card and let them know to bring the card to the info center after service to receive a gift. Advise them where the restrooms and sanctuary are located. Thank them for visiting The Brook.</i> 7. <i>Towards the end of each service when Pastor is doing alter call, the leader and volunteer at the main entrance will pull carts and chrome book in the prayer room to assist with getting guest signed up for Salvation or sign up to join the church.</i> 8. <i>Leader will complete Swim Report after the last service. All volunteers will log off, shut down and return chrome books to be signed back in with charger.</i> 9. <i>Leader will encourage volunteers to have a great week and check that all chrome books are shut completely down. All materials are returned to the black box. Carts and black box are to be returned to the FCAP room.</i>



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	<p>10. Leader makes sure areas are clean including the Information center.</p>
<p>On-Site COVID Safety Protocols</p>	<ol style="list-style-type: none"> 1. <u>DO NOT</u> bring guests to on-site activities (i.e. meetings and/or trainings). Guests will be asked to remain outside the building or in vehicles. 2. Volunteers must wear a mask on the premises at all times. If you don't have a mask, one will be provided for you. 3. Even while masked, cover your cough or sneeze into a tissue, elbow. 4. Volunteers may be asked to wear gloves when retrieving items left behind and/or when cleaning to reset before next service or at the end of last service. 5. Use hand sanitizing stations and/or wash hands often. 6. Use sanitizing wipes on highly touched surfaces and any props/equipment used during a given service. This must be done after use and/or after each service. 7. Follow social distancing guidelines, maintaining a distance of six (6) feet whenever possible: <ul style="list-style-type: none"> o Stay in designated activity spaces set by your ministerial or event lead. o Do not rearrange chairs or equipment meant to enforce social distancing protocols. o Limit touching, hugging, handshaking, passing or handing off items unnecessarily etc.