



## Create a Great First Impression

### How can I create a great first impression at Guest Services?

Guest services is all about first impressions! You are the first person families interact with in LifeKids to see if it's a place where their kid will be safe, where they can connect, and where they can get their questions answered. When you offer excellent customer service, you help families feel comfortable coming back, and you help open their hearts to taking their next steps with Jesus.

#### Be available to help and welcome families.

- Be on time or early. If you're not there—you're not available!
- Wear your LifeKids shirt and make yourself approachable. Don't hide behind the computer—get out there and make sure people can see you and recognize you as a representative of LifeKids.
- Greet every kid. High five them. Give out fist bumps. If you know their name, use it when you say hi. People who attend regularly need to know their family matters just as much as a new family attending for the first time.
- Walk families through every step of the process. Don't point and explain; do it with them. Help them check in their kids. Walk them to the rooms when they don't know where they are. Walk them to restrooms or the Konnect window if that's what they're looking for.

#### Think outside the weekend.

No, you don't have to stalk each family who comes to LifeKids! But think about everything outside of their experience in LifeKids to help you be sensitive, attentive, and treat them as individuals rather than rushing them through the check-in process and onto the next thing. You don't know if it's their first time, if someone's been inviting them for a year and they're finally showing up, what they're going through, or what they're celebrating. But you do know that every family is special to God and deserves to be honored, respected, and led with excellence.

#### Talk through these discussion questions with your fellow LifeKids leaders and team.

1. What do you do to show families you're ready, available, and happy to help them?
2. What kinds of things do you think send a message to families that you're unavailable, too busy for them, or uninterested in helping?
3. What do you think makes kids and families feel the most welcome?

4. How do you show every family that they matter and that they belong here at Life.Church?