

Easter Care Team Training

Expectations and Instructions

What is the Vision of the Care Team for Easter Sunday?

- To make it the most memorable, welcoming, and uplifting experience for all guests.
- If you are on the Care Team, or serving anywhere on Easter - your #1 priority is to have the mindset of serving the people first before yourself. "You before me."

Who are my Care Team Ministry Leaders?

- Hannah Campbell - Ministry of Helps Director
- Melinda Pearson/Amanda Whiteman - English Service Care Team Leader
- Pastor Claudia - Iglesia World Harvest Care Team Leader
- Tessa Hufton - Children's Ministry Director
- Kim Owens & Vicki Rione - Egg Hunt Leaders and StreetReach Family Bussing

What time should I arrive for my scheduled service?

- Be on Time!
- 8:15am for the 1st service
- 10:15am for 2nd Service

Where do I meet my team when I arrive?

- At the Welcome Tent near the Fountain out front.
- Check in on the tablets when you arrive.

What should I wear?

- Dress nice for Easter
- Wear your "Here to Serve" buttons - magnetic
- Buttons will be at the Welcome Tent when you arrive

What is my job?

- You will be assigned to a specific position on campus to welcome and assist all Guests.
- Stay in position.
- Be helpful no matter what. Always say yes - if you don't know the answer to something tell them "Let me find out for you."
- Know how to take care of each Guest...

How do I take care of our Guests?

- Show kindness, respect, love and friendliness to all Easter attendees - including our own members.
- Collect their info on the New Here Cards - including their children's info on the back of the New Here cards....

- Provide a Children's name tag and write in the security code on each name tag - one code per family.
- Give them a Welcome Bag.
- Give them a Bracelet.
- Give them a Chick Fil A Voucher - first come first serve.
- Family Assistants: Escort Families to all of their correct classrooms, bring parents back to the service they should be attending.

Can parents stand around and wait for their kids to be done with the Egg Hunt?

- Parents should not be staying in their kid's classrooms.
- They should be in a service - English or Spanish Service. Spanish is only at 11:15am.
- Don't fight a parent. If they insist on staying near their children, allow them to do so.

What info might I need to provide to a Guest or New Family?

- 2 English Services at 9am and 11:15am // 1 Spanish Service at 11:15am
- Spanish Service will be led by Iglesia World Harvest under a tent in a Main Guest Parking Lot Tent.
- Egg Hunt during both children's services.
- Parents stay in their own adult services.
- Raffle Prizes // Giveaways in the Children's and Iglesia Services Only
- We are bussing our StreetReach Sites in for 2nd Service.
- Gifts for our Guests - Chick Fil A Vouchers, Bracelets, Welcome Bags.
- Is there more parking? Yes - At Sweet Apple Elementary - shuttle available until 2:30pm

Other Important Info:

- You will be partnered with someone who speaks English or Spanish in order to better assist all families.
- Work together....
- Ask for help from a leader.
- Don't have a better idea in the moment. Write your feedback down and send it to a leader via email later.
- Have a mission trip mindset.
- Be the best servant of the day.
- Children riding the bus will bypass the Care Team - unless they are with a parent. If they came with a parent, they need to come through the Care Line.
- If they are wearing a StreetReach colored bracelet, they will be taken straight to their classroom.