

## CM Greeter Training Overview

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The most effective way to make parents feel welcome and safe is a kind smile and an offer to help them! The “regular” parents may know the process, but they may still need help at times. The visiting parents may be confused about how to check their children in, where to take their children, and how to check them out. Visiting parents want to know what their children will experience, what happens during emergencies, or if their children need them during the service. Letting the parents relax and enjoy the service is a prime objective of this position.



The greeter training could be accomplished during a Sunday service. This is the best time to conduct this training because their children are being cared for, and you can give them a tour of the facility “in action.” Here are some ideas of what to do during the training:

1. **Enjoy An “Icebreaker” Experience** – Something that gets the new volunteers laughing and interacting with each other.
2. **Show an inspiring video that depicts the CM vision** – This can be a simple slideshow of pictures that you have taken of an actual CM during a service. Show close-up shots of the CM team interacting with children, checking children into the CM, or children being cared for by the team.
3. **Tell a story that highlights the value of the greeter** – Talk about a successful encounter with a parent in the hallway, and the parent’s reaction to being helped.
4. **An overview of the greeter ministry** – Use drawings of the CM facility with clearly marked “stations” for the greeter teams. Review the challenges they may face regarding directions to a room, lost parents, security challenges, or assisting CM team members who need something.
5. **The basics of security** – Give a brief overview of the importance of security in the CM. Highlight how they are the first point of contact for “intruder” awareness. Show them how to use the two-way radios to communicate with CM leadership, security, ushers, the parking lot team, or maintenance. Highlight basic “What to do if...” situations and the CM policy of appropriate touching.
6. **The basics of check-in / kiosk training** – Show them how to operate the check-in process (computer/printer, printing issues, “not registered” issues, new visitors, lost pick-up voucher, etc.). Adjust this training to reflect your own CM check-in process.
7. **The “Never Alone” rule** – Clearly acquaint them with the policy and how to avoid ever being alone with children. Show them what to do if a CM team member is suddenly alone with the children (use the radio to ask for help or let CM leadership know that you are stepping into the room to temporarily prevent the CM team member from being alone with children).
8. **How to deal with the CM team needs** – What to do if a CM team member needs supplies, water, check-in help, copies, etc.
9. **Dealing with restroom needs** – How to assist a child who needs to use the restroom without breaking the “Never Alone” rule. How to use other greeters. Clearly establish the differences between female and male boundaries as you help children in restrooms.
10. **How to process a parent who wants to visit a room** – Give an overview of the
11. “visitor” process. How this is accomplished while still protecting the security of the children. Who is involved in approving the parent to be in the room, and the parent’s restrictions while in the room.

