

THE ROLE AND THE WIN

NEXT LEVEL KIDS EXPERIENCE FAMILY CHECK IN

Who do I report to? Next Level Kids Experience Coach

What is the goal of this role? To create a “Welcome Home – You belong here!” experience for every new and returning family in Next Level Kids.

How do I define the wins?

1. **Touch someone’s heart today!**
2. **See** – All families have been greeted warmly and with a smile.
3. **Connect** – All families have experienced a quick and seamless check in process while making them feel known personally.
4. **Hope** – All families have felt confident leaving their children in the care of our Next Level Kids Team Members.

How do I reach the wins?

1. Ensure parents that their children will be safe and well cared for in Next Level Kids.
2. Greet all parents and their children with a warm welcome, being intentional to learn and remember their names.
3. Collect necessary information quickly so that the parents have plenty of time to get to connect with their child’s classroom leader and get to service.
4. Connect parents with a leader in the class so they feel confident leaving their children while they attend a service.

What skills are needed to win?

1. Friendly and warm demeanor
2. Able to communicate information quickly and clearly
3. Relationally focused vs. transactionally focused

What makes my role valuable to the team?

The Next Level Kid’s Experience Family Check In team members are the first people a family sees when they come to the Kid’s environment and you help set the tone for their experience.

