



## **CHURCH IS BACK! HERE'S WHAT YOU NEED TO KNOW**

### **HOMECOMING, SEPTEMBER 6TH VOLUNTEER VERBIAGE and DETAILS**

#### **PARKING LOT TEAM:**

“Good morning, welcome to Fresh Start Church! We are so glad that you are here! We just want to remind you of our COVID precautions (say this as you point to the COVID Symptoms Sign). Thank you for being here today!”

- If you need to slow the flow into the building to maintain safe distancing, you can also add: “And if you will wait just a moment in your car, we’ll let you know when you can head toward the entrance. Thank you for being here today!”

#### **GREETER**

“Good morning, we are so glad you are here! If you’ll head this direction, we will guide you directly to where can get you checked in and to your seat in the worship center.”

- If you see someone without a face covering on, you can kindly say: “Good morning, we are so glad that you are here! We have face coverings available for you by the entrance.”
- If someone wants to wait in the lobby for someone else to arrive: “Great! If you wouldn’t mind waiting outside for the rest of your party, that would be so helpful. We want to keep the atrium clear so that everyone is heading directly to their worship center seat.”

#### **VIP HOSTS**

When you greet our first-time guest in the parking lot at their car:

“Good morning! Welcome to Fresh Start Church! Is this your very first time here? Great!

*My name is \_\_\_\_\_ and we are so glad to have you. We are doing things a little bit differently this morning; we have a contact free environment. Normally, I would give you what we call a VIP card, because we consider our guests to be VIP’s. But since we are contact free, I wanted to ask if I could have you pull out your phone and text “FSCVIP” to 97000. Just follow the instructions that are sent back to you and once we get your email, we’ll be sending you a \$5 Starbucks e-gift card as a thank you for your visit.*

*We would love to follow up with you to see how your experience was and certainly answer any questions you might have. So that would be so helpful to us.*

- When it is time for them to get out of the car: “Ok, we are ready for you to come on in. I’ll be glad to walk you right up and show you where to go.

## **WORSHIP HOSTS**

When someone walks into the worship center:

“Good morning, welcome to Fresh Start Church, how many are with you today? Ok great, we have seating in sections of 4 that are all spaced 6 feet apart so let me show you to your seats today. If for any reason you need to get up or go to the restroom, (based on where they’re sitting) we ask that you use the restrooms in the side lobby/restroom in the main lobby hallway. Please enter back into the service through the main worship center doors.

If someone has an unruly child or baby:

Walk towards them and motion for them to come with you. “I want to show you to a place where your child can be free to get the wiggles out and you can still watch and participate in the service.”

- We will not be using the Mommy/Infant room but will have the Nursery Check-in area available for moms and babies to watch the service on the tvs there.

## **FACE COVERING VOLUNTEERS**

“Good morning! I see you don’t have a face covering. We have one for you!”

- If they choose not to take one: “We understand that it is your personal decision, but we are asking because we want to maintain a safe environment for others. Thank you so much, I really do appreciate it!”
- If they still refuse to wear a face covering into the building: “I completely understand where you’re coming from. Because it is a requirement currently for those indoors to wear face masks we can direct you to listen to the service in your car by tuning to 97.5FM or we are streaming our services today on Facebook or Youtube.

## **RESTROOM ATTENDANTS**

- When someone approaches the restroom and they are needing to wait: “Good morning, if you don’t mind waiting right here, I will let you know when you can go into the restroom. We have provided a six-foot spacing mark to assist you.”
- If someone asks how we are disinfecting: “We are following all CDC guidelines, so we are using a bleach solution to wipe down everything during and after every service.”

## **RESPONSES TO ANY QUESTIONS:**

- “Our goal is to meet and exceed CDC recommendations and guidelines.”
- Any detailed questions that require further follow up or explanation, please refer them to Pastor Mike Bersuch or Pastor Urick Lewis.