

# YOUR ROLE AS CHECK-IN TEAM

You are the very first chapter of the Rally Jr. story. Your goal is to combine lightning-fast efficiency with incredible warmth, ensuring every family feels instantly welcomed and every kid starts the night fueled and ready for fun.

## THE HOSPITALITY STANDARD

The experience starts the second a family sees you. We aren't just processing names in a system: we are anticipating needs. By pairing the technical step of printing tags with the surprise and delight of handing out pizza right at the door, you communicate to parents; We have thought of everything so you don't have to.

## KEY RESPONSIBILITIES

- **The Seamless Welcome;** Greet every parent with eye contact and every child with high energy.
- **The Safety Promise;** Accurately print and distribute the child's name tag and the parent's pick-up receipt. Double-check allergy notes on the tags.
- **Fueling the Fun;** Execute the pizza hand-off smoothly. Offer napkins, point them toward the trash cans, and keep the line moving without making the family feel rushed.
- **The Hype Handoff;** Once they have their pizza and tags, enthusiastically direct them to their next stop (or hand them off to a Greeter) to begin the night.

## THE PERSONAL TOUCH

- **To the Parent;** "Welcome to Rally Jr! We are so glad you're here. Here are your tags, and dinner is completely on us tonight. Have a great evening!"
- **To the Kid;** "Grab a slice of pizza! You are going to need the energy for the Session and the Vibe Zones tonight. Have the best time!"