

YOUR ROLE AS CHECK OUT TEAM

You are the final impression of the night. Your goal is to execute our strict safety protocols with zero compromises while sending families home with a warm, celebratory goodbye.

THE HOSPITALITY STANDARD

Safety is our greatest promise to parents, but security doesn't have to feel cold or transactional. You blend the strictness of a secure checkpoint with the warmth of a great host. Even if a line backs up, your calm, friendly, and highly organized demeanor ensures parents feel respected and confident in our care.

KEY RESPONSIBILITIES

- **The Safety Match;** Meticulously match the parent's pick-up receipt to the child's security tag. No tag, no kid. (Direct lost tag situations to the designated Staff member immediately).
- **The Line Management;** Keep the pick-up flow organized. Communicate clearly with parents so they know where to stand and what to have ready (their tags).
- **The Final Celebration;** Send the kid off with a high-five and a positive word about the night.
- **The Clean Exit;** Assist families in finding the quickest exit route to keep the lobby from bottlenecking.
 - **The "Personal" Touch (Your Script);**
 - **To the Parent;** "Thank you so much for having your tag ready! We loved hanging out with [Kid's Name] tonight. Get home safe!"
 - **To the Kid;** "You crushed Rally Jr! I hope you had the best time. See you this weekend!"