

# YOUR ROLE AS NEW FAMILY

You are the VIP concierges of Rally Jr. Your goal is to take families who may feel overwhelmed, unsure, or nervous and provide them with an experience so intentional and guided that they leave feeling like part of the Flatirons family.

## THE HOSPITALITY STANDARD

This is where we go completely above and beyond what is expected. A standard greeting points to a room: our standard of hospitality walks them to the door. You are removing every ounce of friction for a first-time guest. You learn their names, validate their trust, and personally bridge the gap between the front door and their child's Grade Leader.

## KEY RESPONSIBILITIES

- **The Guided Tour;** Never point: always escort. Walk the family from the New Family check-in station directly to their child's designated drop-off zone.
- **The Reassurance;** Explain the flow of the night (the two Vibe rotations, the Large Group production, the safety protocols) as you walk, putting the parent's mind at ease.
- **The Relational Bridge & Tag Handoff;** Introduce the child directly to their Grade Leader by name, and take the responsibility of handing the child's second check-in tag directly to that leader. ("Hey [Leader Name], this is [Kid's Name], and it's their very first time with us! Here is their tag. They love [insert a quick fact you learned on the walk].")
- **The Parent Send-Off;** Reassure the parent one last time before they leave the building, making sure they know exactly where to go for pick-up.

## THE PERSONAL TOUCH

- **To the Parent;** "I know dropping off at a massive event for the first time can feel like a lot. I'm going to walk with you the whole way, make sure [Kid's Name] and their tag get handed right to their leader, and ensure you feel 100% comfortable before you head out."