

Check-in & Visitor Training

This video will help the check-in team and our children's workers make child drop-off for visitors and parents an enjoyable experience. Please watch this video, answer the following questions, and turn this worksheet into your team leader.

Question 1: What could happen if this experience is a poor experience for families?

Question 2: What is the easiest and most effective way to calm the nerves of a parent and their child?

Question 3: Should you speak to the child directly?

Question 4: What information should you give the parent?

Question 5: What information should you ask from the parent?

Question 6: If the child is crying how can you reassure the parent?

Question 7: If we do this job well what difference could we make?
