



CAMPUS RE-OPENING VOLUNTEER VERBIAGE

GUIDE IN PARKING LOT:

“Good morning, welcome to Fellowship 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!”*
- *If someone has a large bag (that is not needed to care for their small child), please kindly ask: “As one of our safety procedures here at Fellowship Church, we ask that you keep all large bags in your car. Thank you so much for helping us!”*

GREETER

“Good morning, we are so glad you are here! If you’ll head this direction, we will guide you directly 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 atrium 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

- *When you greet our first-time guest in the parking lot at their car: “Good morning! Welcome to Fellowship 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 “VIP” to 32898. 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.*



VIP continued

- As you approach the table that has the VIP gifts, you can simply say: “We have a VIP gift for your family if you would like to take a bag with you.” (They take their own bag. DO NOT hand it to them. Or, if they choose not to grab one, that is Ok as well.) “Our greeters will direct you to your seat. I am so glad that you came today!”

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 again choose not to take one, we will still allow them to enter. The CDC recommends, but does not require face masks.*

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.”

MEDIA RESPONSE

- *For those requesting an interview or wanting to bring recording equipment on campus:*, “Good morning, my name is _____. How can I help you?”

“Our priority today is to welcome our guests and maintain a safe environment. I’m so sorry that I am not able to accommodate your request. I would be happy to put you in contact with someone from our staff who can assist you this week.”

