

Attendee Onboarding Process

Key Activities

Execute Attendance Follow-up Process during the first three attendances.

Engage guests within the onboarding window in personal connections and interactions with staff members or qualified volunteers.

(i.e. Face-to-face conversation, phone call, text, email, or personal note.)

Move guests within the onboarding window to First Steps, Growth Track, or other Group and Serving opportunities.

Baseline Metrics

- Execute process for 100% of qualified guests.
(See the attached Attendance Follow-up Process documentation)

- 100% location staff participation by having at least one personal contact each week with a guest within the onboarding window.
- 40% of 3rd time guests receive a face-to-face connection with a staff member or qualified volunteer within the onboarding window.

- 20% of 3rd time guests attend First Steps within the onboarding window.
- 6% of 3rd time guests attend Growth Track, participate in a Group environment, or start Serving within the onboarding window.

Attendance Follow-up Process

1st Attendance

Email with survey link

From Campus Pastor for:

- Sat./Sun. guests by Mon. at 4pm
- Mon. guests by Tues. at 1pm

Handwritten note with \$5 coffee gift card

From Campus Pastor, mail with real stamp by Tues.

No 2nd Week Attendance

Note with link to message + free treat card

Pre-printed card mailed with real stamp from Worship Leader by Tues.

2nd Attendance

Cookie Drop assignment

A blank card personalized by a volunteer

3rd Attendance

Invitation to First Steps

Pre-printed card with invite to First Steps & blurbs about serving signed by Next Steps volunteer

First Time Kid Onboarding Process Meeting and Welcoming

- When a new family arrives, after checking to see if they ever attended any LCBC location, have them fill out the first time family form
- While one parent/family member fills it out, Guest Experience begins inputting data into Rock
- Volunteers connect with kids on their level and offer a prize from the Treasure Chest {Age 2 and up}
- Once information is in Rock and age/environments are confirmed, provide name tag for each child and a matching pick up tag for the parents
- Walk the family to each child's environment talking about what to expect
- When you arrive at each environment introduce the child to a Leader to help them connect and play
- Walk the family to the Main Gathering

First Time Kid Sticker/Lanyard

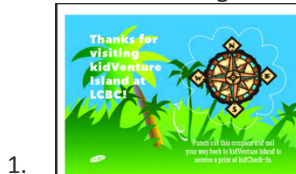
- Provide either a First Time kid sticker or First Time kid lanyard at Guest Experience or Environment Doors.
- Show the child different moments to expect throughout their time in the environments, using the icons on the sticker/lanyard as a guide.



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 - Include them and keep them close the entire gathering; help them connect with other kids.
 - At the end of the gathering, remind kids to use their sticker/lanyard as a guide to share with their parents about their time in the environment.
 - Share one positive story with their parents as they pick up their child

During the Week

- Using the First Time Family Form or Rock, send each first time child a Welcome to kidVenture Island Card with the compass punch-out that encourages them to come back for a prize (sunglasses)



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 - Send each family one First Time Parent card addressed to the parents. This card explains each icon on the First Time kid sticker/lanyard and what their kid experienced in the environment. Consider including a personal note.



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 - With the First Time parent card, include a Mission Statement Card for each environment their child(ren) attended.
 - When they return for the 2nd week, remind your Guest Experience team to provide them with sunglasses if they bring back their Compass Card. Encourage the team to make a big deal that they came back!
 - Attach their returned Compass Card to the Welcome Back Board
 - Periodically, ask your team to pray for those kid's names that are on the board

- Check them into their environments using their phone number or last name
- Continue the AOP process with the whole family