Guest Relations Manual
Dear Guest Relations Coordinator,

Thank you for taking on this important task for our Backstage Pass: All Access VBS! In this manual, you will find forms that, if filled out for each child, will give your church the information it needs to keep the child safe. There are also suggestions for disbursing important information to various people and setting procedures for releasing the children to their parents or guardians.

These are just suggestions and may not comply with various state or national laws. Please make sure that you understand and follow any standard procedures for your church. Those procedures are in place to protect your church from liability issues and to protect the children.

Important information may need to be given to other rotation coordinators. In order, for this to happen, you will need to read (or have your Production Assistant) read all the forms that the parents fill out. This is very important! Do not consider these forms as just informational forms for a future use. Your church will be liable for any information given (even if only written) to you concerning a child, so make sure you read the forms and pass any important information along.

For a special needs child, it is even more important that you spend time with the parent and follow all instructions given. Introduce the PA that is assigned to the child’s group to the parent and have a quick informational meeting. While there are many things to do at the beginning of each morning, nothing is more important than listening to the concerns of a mother for her child.

As Guest Relations Coordinator, you have the important job of making the first hour of VBS each morning work, but more importantly, you have the vital task of smiling at each person who walks through the doors to your studio, making them feel welcome and ready to hear God’s truths for them.

For His Little Ones,
The Backstage Pass: All Access Creators
Registration Cards

Have parent or guardian fill out a registration for each child attending VBS. Take careful note of any allergies or special needs. The Registration Cards are postcard size. Print off on heavy card stock and use a postcard cutter or paper cutter to cut.

Child Release Forms (Child Release Procedure)

One Child Release Form should be given to the primary parent/guardian per family. The parent is expected to have this form when s/he returns to pick up the children. S/he will give the Form to the person calling out names for release. No child (even the child of a VBS worker) should be released without a parent/guardian present. (A sibling does NOT constitute a guardian.) If an individual comes to pick up children who does not have the Child Release Form with them, make sure that a phone call has been made to the office to inform your Director that another person is picking up the children. Then, a photo ID should be shown. This procedure is for protection of the child most significantly, but also for your own church.

Nametags

Nametags are designated by class. Print on heavy card stock and insert into a lanyard. The Production Assistants should be sure to collect the name tags at the end of the day for the next day’s use.

Concession Stand Tickets

These tickets should be given to the Production Assistant for each child’s group. They have been given instructions for how to use them.

Allergy Alert Daily List

Fill out this form daily. You can simply copy the first day’s form and then add and cross out any names of children attending on each day. Give this form to the Commissary Coordinator as early in the day as possible.

Collecting Friday Night RSVP Form

On Tuesday, the children will be given a take home sheet (Press Release 2) that has a tear off section for the parents to RSVP regarding the family’s attendance on Friday night. Please collect these slips from the Group PA’s and give a count of adults and children attending on Friday night to the Commissary Coordinator.
Please fill out a form for each child attending.

Name: ____________________________
Age: __________ Grade completed: _________
Address: ______________________________________

Name of parents/guardian: ____________________________________________
Contact phone number of guardian during VBS hours: __________________________
Another emergency contact: Name: __________________________
Phone: __________________________ Relationship to child: __________________________

Do you attend church: ______ If yes, which one __________________________
Please list any allergies: ____________________________________________
Please list any other special needs: ____________________________________________

Person(s) allowed to pick up child: (ID will be required)
___________________________________________________________________

Please fill out a form for each child attending.

Name: ____________________________
Age: __________ Grade completed: _________
Address: ______________________________________

Name of parents/guardian: ____________________________________________
Contact phone number of guardian during VBS hours: __________________________
Another emergency contact: Name: __________________________
Phone: __________________________ Relationship to child: __________________________

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Please list any allergies: ____________________________________________
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Name: ____________________________
Age: __________ Grade completed: _________
Address: ______________________________________

Name of parents/guardian: ____________________________________________
Contact phone number of guardian during VBS hours: __________________________
Another emergency contact: Name: __________________________
Phone: __________________________ Relationship to child: __________________________

Do you attend church: ______ If yes, which one __________________________
Please list any allergies: ____________________________________________
Please list any other special needs: ____________________________________________

Person(s) allowed to pick up child: (ID will be required)
___________________________________________________________________
Please present this Child Release Card when picking up the child(ren) listed.

Child Release Card

Parent: ____________________________

Children:

_______________________________________

_______________________________________

_______________________________________

_______________________________________

_______________________________________

_______________________________________

You must call the church office at __________________ if another adult will be picking up these children. Picture ID will be required of any person picking up these children who does not have this Child Release Card.

Please present this Child Release Card when picking up the child(ren) listed.

Child Release Card

Parent: ____________________________

Children:

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Is an Official Movie Star of Studio 210 Where Everyone is Important, Everyone is Special, And Everyone Has a Job to Do!

(date)

(Director)