

4. Wants: What is the deeper _____ for parents coming to your church?

- A. Last _____
- B. _____ kids to other kids
- C. _____ of a co-worker's lifestyle
- D. Soulwinner at their _____
- E. Out of _____

“It’s not what you did but what you could have done if you allowed the Lord to work His will in your life.”—**A.W. Tozer**

Even a multimillion-dollar church is no fun for a parent if a nursery worker is not pleasant.

Your frontline is your bottom line. You do not get a second chance to make a first impression!

Want to stay on top of recalled toys? Go to www.CPSC.gov to register your email and receive updates from the U.S. Consumer Product Safety Commission.

Conclusion: _____



**ALIVE
IN CHRIST**
SPIRITUAL LEADERSHIP CONFERENCE

Title: Creating Safe and Welcoming Nurseries

Speaker: Christine Allen

“For God is not the author of confusion, but of peace, as in all churches of the saints 40 Let all things be done decently and in order.” (1 Corinthians 14: 33, 40)

Introduction: _____

Be Our Guest: Perfecting the art of customer service.

Definition of a customer: A person or thing of a special kind that one has to deal with.

For nursery, we call them parents, grandparents, and legal guardians.

Creating safe and welcoming nurseries revolves around parents.

1. Emotions: How do parents _____ the entire time they are on your property?

- A. _____ : depending on the amount of buildings or location
- B. _____ to go into the service



- C. _____ : don't want to be there but it's mandated
- D. _____ : had a bad childhood experience

Remember that everyone you meet is afraid of something, loves something, and has lost something.

S.M.I.L.E. Service, Make It a Lifetime Experience

*"Now we exhort you brethren, warn them that are unruly, comfort the feebleminded, support the weak, be patient toward all men."
(1 Thessalonians 5:14)*

2. Needs: What do parents _____ while on your campus?

- A. No _____
A smile is the lighting system of the face, the cooling system of the head, and the heating system of the heart.

- B. _____ workers
"The flood of careless, unconsidered, cheap words is the greatest enemy of the profound word."—**Stephen L. Talbott**

- C. _____
A combustion point is sometimes unavoidable, but we need to keep it from becoming an explosion point.
"For therefore we both labour and suffer reproach, because we trust in the living God, who is the Saviour of all men, specially of those that believe." (1 Timothy 4:10)
"Pleasure in the job puts perfection in the work."—**Aristotle**
"A soft answer turneth away wrath: but grievous words stir up anger." (Proverbs 15:1)

3. Stereotypes: What are the preconceived notions and expectations parents have of your _____ and your _____ ?

- A. _____ and _____

- B. _____ facilities

- C. Have no _____
Some of your guests have never stepped foot inside of a church, let alone passed their most precious possession, their child, to a perfect stranger.

"And I, brethren, could not speak unto you as unto spiritual, but as unto carnal, even as unto babes in Christ." (1 Corinthians 3:1)

Special, individualized, interactions create the most memorable moments.

- D. _____ women

"Only let your conversation be as it becometh the gospel of Christ; that whether I come and see you, or else be absent, I may hear of your affairs, that ye stand fast in one spirit, with one mind, striving together for the faith of the gospel." (Philippians 1:27)

"You have it easily in your power to increase the sum total of this world's happiness now. How? By giving a few words of sincere appreciation to someone who is lonely or discouraged. Perhaps you will forget tomorrow the kind words you say today, but the recipient may cherish them over a lifetime."—**Dale Carnegie**