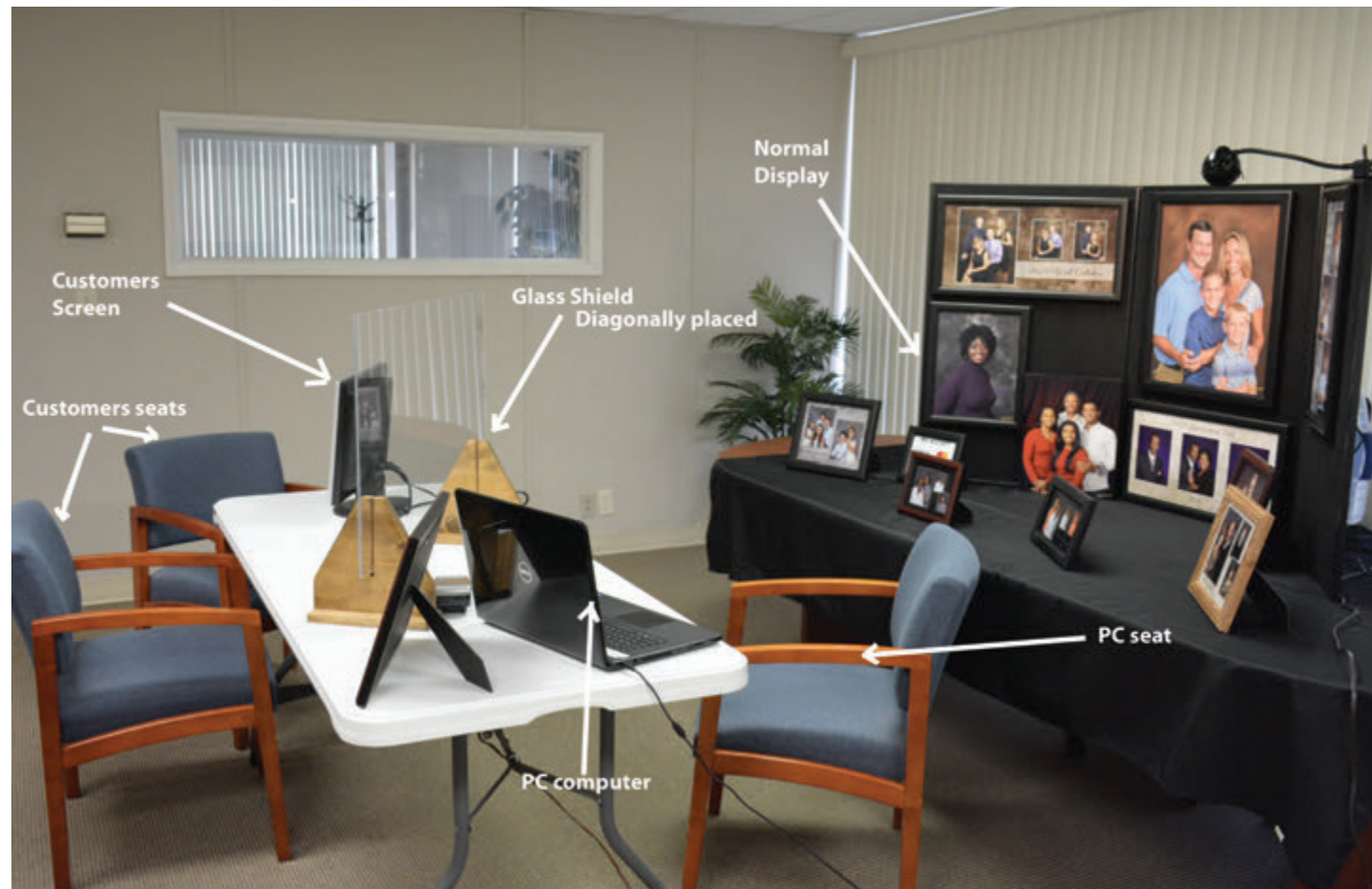


COVID-19 Church Consultant & Photography Guidelines



CHURCH CONSULTANT

We want to provide a safe environment for you and our churches

Secretary Approach:

- Do not shake hands
- Keep 6 ft distance
- More sleeves – separate the different brochures
- Don't hand product to pastors

Pastor Approach:

- Do not shake hands
- Keep 6 ft distance
- More sleeves – separate the different brochures
- Don't hand product to pastors

Board Presentations:

- Do not shake hands
- Keep 6 ft distance
- Do not pass out samples
- Make your normal presentation, holding up samples of the various directories, brochures, folders etc.

Wash your hands immediately after each call and board meeting. In addition please read your states guidelines and adhere to the directions given.

HOSTESS

Because of the current situation, many churches will not have hostesses. The following is a system for those that do not.

1. Place the welcome poster on the sign in table with sit tickets and sign in instructions (UCD will provide). The instruction sheet will explain what to fill out on the sit ticket and will ask the customer to have a seat. (Before the day begins, fill in the church number on enough sit tickets to complete your day. Do not fill in the sit numbers, that will be done later)
2. Keep the mailing labels and the check sheet in the studio. Before you begin your session in the studio, have the customer fill out the mailing label while you fill out the check sheet with their name and phone number. Write the appropriate sit number on their sit ticket that corresponds with the number on the checklist and label.



PHOTOGRAPHY

Lobby: Introduce yourself to the family and show them to the studio. Maintain a 6ft. distance and do not shake hands.

Studio: Have a mirror sitting just inside the studio. Ask each family member to take one final check. (This is where you fill out the check sheet and the customer fills out the next label.)

Posing: Direct the customer from behind the camera. Use a combination of words and hand gestures to manipulate the pose. If a riser or box is needed, ask the customer to take a step or two back and slide the riser or box in place. For adjustments in clothing, hair or jewelry ask another family member to make those adjustments. Assemble your normal poses, minus anything using the posing table. Do not use the posing table for anything at this time.

Strive to maintain proper distance from your customers as much as possible.

When finished, ask the family to wait off to the side or in the hall. While they wait, quickly straighten and sanitize your studio. Sanitize anything the family touched. (Stool, mirror, table, etc.)

Show the family to the PC Station.

PORTRAIT CONSULTING

PC Station: Show the customer where to be seated. Explain that only two individuals may view the pictures at one time (See images on back page for new PC seating layout).

Sit on the opposite side of the glass from the customer(s).

Do your normal image selection and bring the 3 favorites up on the screen.

Go through your normal presentation with the following changes.

Don't hand the customers any finish samples and/or frames. Simply present each finish and frame through the glass.

Do not do pencil talk on the back of the sit ticket. Use a separate steno pad or scratch paper to show your package options. Show those options through the glass.

Once the customer selects the package, write up the sale and show the order to the customer to confirm. Ask for method of payment and use the following guidelines on payments.

Credit Cards: Enter the amount in the CC machine and slide it under the glass (slightly) to have the customer insert their card. Run the card as credit. If the machine asks for a debit number, just hit enter and it should run as credit. Once the charge is processed, print both copies as usual.

Checks: If the customer needs to write a check, have them use their own pen and place the check in a basket we will provide. Keep the basket hidden off to the side to be sanitized later.

Cash: Do not advertise you accept cash. If you find you must accept cash, have the customer place the exact amount in the basket like you did with the checks.

After payment is complete, tear off the yellow copy of the sit ticket, staple their credit card receipt to it and hand it (under the glass) to the customer.

In between each customer, the table and anything the customer touches should be cleaned with a disinfectant wipe or spray. Pay close attention to anything they touched (table, chairs, monitor if needed, credit card machine if needed, etc). We are not requiring masks or gloves unless you would like to wear them. But we are requesting everyone use hand sanitizer between each session. Disinfectant, paper towels and hand sanitizer will be supplied as needed.