Unexpected Visitor Request Record

A welcome and a role approval are separate decisions.

Permission comes from the actual responsible process, not a convenient assumption.

Hypothetical example: a visitor waits in the authorized viewing area and receives the program contact for a future volunteer request.

01 Hear the request without creating a role

Identify what the visitor is asking to do.

Visitor's stated session request

Role still unapproved

Ordinary or urgent issue route

02 Keep instruction covered while an adult checks

Locate the adult and actual access process.

Adult responsible for access decision

Instruction coverage arrangement

Program requirement still unresolved

Unexpected Visitor Request Record / Review & follow-through

03 State only the permission that was granted

Communicate the exact current permission.

Permission actually given

Activity outside that permission

Current direction athletes need

04 Give a courteous answer when the request cannot proceed

Close the visit request with an owned next step.

Answer communicated to visitor

Appropriate future contact

Unresolved decision and owner