



THE CORNERS CHAPEL

# FIRST IMPRESSIONS & USHERS

**TRANSITION** PLAYBOOK

## **What is a Transition Playbook?**

As we move into a new season with our updated entrance and restructured teams, these Transition Playbooks are designed to give us clear direction during the in between stage. Unlike our full ministry playbooks, which are either already in place or on the way, these transition versions focus on helping us navigate the next few weeks with clarity, unity, and consistency. Think of them as a bridge, practical temporary guides that ensure we are all on the same page while we build toward the long term systems that will serve our ministries for years to come.

*This season of change is exciting because it gives us the chance to grow together as a team and see God's faithfulness in the process.*

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# A WORD FROM PASTOR CHASE

Most of you already know this, but starting on September 14th we'll begin using our new entrance and updated spaces for Sunday services. This shift isn't earth shattering for our church, but it is important. Handled with consistency, these changes will transform the way our space feels to guests. And, fam, I'm SO excited.

What's exciting about a new entrance? Well, it's more than just switching doors. While what happens in the Worship Center won't change, everything leading up to it will feel refreshed. In many ways, it will feel like stepping into a whole new location. A location that feels ready, intentional, and welcoming at every turn.

Now, you might be thinking, *"Uh-oh... is setup about to get crazy?"* Let me reassure you: while the scope of our setup has grown, the setup itself should feel less physically demanding. Every element has been designed with both our guests and YOU (our amazing serve team) in mind. There's less running from one end of the building to the other, fewer pop-up signs to wrestle with, and more reliance on magnetic hanging signs and teamwork to bring the space to life.

In other words, setup is now less about muscle and more about precision and detail. But **for this to succeed, every team needs to work together.** Each sign, table, and station has a purpose. When the pieces all come together, the result is a space that feels warm, clear, and inviting for every guest who walks in.

While the changes may seem small, the impact will be significant. Research shows that people form their first impression of a church within the first few minutes. That means the parking lot, the entrance, the café, and the lobby matter just as much as the sermon or the music. A flag in the right place, a friendly face at the door, or a café table that looks intentional can quickly put guests at ease and open the door for God to work in their hearts.

The goal isn't to add burdens, but to share the load as a family. When setup is careful and on time, it's not overwhelming. When teardown is shared, no one carries the weight alone. And when we serve with intentionality, our guests experience the love of Christ in tangible ways.

This guide highlights the changes from what we've been doing to what we'll be doing now. Think of it as a bridge: the First Impressions Playbook (almost done!) will give the full picture of each role and the purpose of each team, while this document focuses only on what's new and different. And if we embrace these adjustments as a team, this won't just be a new entrance. It will be a new level of hospitality and welcome, and a new opportunity to make a lasting first impression.

**Life change on 3!!**

# Setup and Teardown: *Joined Forces*

One of the biggest changes in this new season is that the First Impressions and Usher teams are now officially united for setup and teardown. While the responsibilities during the service will still differ, when it comes to preparing the building and packing it back up, these two teams will work as one.

When both teams pitch in side by side, both setup and tearing down will run easier. For this reason, being on time is crucial. When even one person is late, the whole team feels it, but **when everyone arrives ready on time**, setup flows smoothly and no one is left scrambling.



## **Pre-Service Schedule (First Impressions + Ushers)**

*\*NOTE\* - Café host should plan to arrive with the (prepaid) coffee and donuts by 9:20*

### 9:00 – First Impressions Huddle (5 minutes)

- Share encouragement, pray briefly, and divide setup tasks.
- Café person is excused for coffee/donut pickup.

### 9:05 – Setup Begins

- Parking Team heads outside to place flags, A-frames, and reserved signs.
- Greeters, Ushers, & New Here Host begin setup indoors (accordion signs, New Here table, foyer/hallway signage, lobby tables, scuba wall, etc.).
- Remember: some items require teamwork (e.g., accordion signs).

### 9:20 – Café Setup

- Café person begins setting up the café area.
- Greeters/Ushers assist as needed if other areas are already complete.

### 9:45 – Big Huddle

- All areas finished and supplies/cases put away.
- Big Huddle with all serve teams.

# LET'S START WITH OUTSIDE

The Parking Team is the very first impression people have of The Corners . Before anyone shakes a hand or hears a song, they see the parking lot. This means the tone of the entire morning is often set by what happens outside. A friendly waves and clear signs can immediately put someone at ease and help them feel like they've come to the right place.

In this new season, outside setup is becoming more intentional than ever. Every flags, A-frame, cones, and even the posture of the parking team has a huge role to play in guiding guests smoothly from the street to the seat. Nothing is random. Each element has been thought through with one question in mind: "What will make a guest feel welcome and confident the moment they arrive?"

## FLAGS

Four tall flags are now part of our standard setup.

- Two white flags with "The Corners Chapel" written on them will be placed **near the road** to announce our presence clearly.
- Two black flags with the word "Welcome" will be positioned **at the doors**, giving a warm and obvious invitation to step inside.

## BASES

All of our outdoor signs are secured with sandbags at the base. Sandbags keep the signs from tipping in wind. A sign on the ground communicates carelessness.

## WEATHER POLICY

Our goal is to have a visible, welcoming presence outside every Sunday, even in rain or snow. Outdoor signs should be set up unless weather makes it unsafe to do so. In severe weather, **the Sunday Coordinator will make the final call about whether to set them out.** Why? Because what we do outside isn't about what's easiest for us—it's about what creates the best first impression for our guests.



# NEW A-FRAMES

One of the biggest changes outside is the repurposing of our eight A-frame signs placed throughout the parking lot and along the walkway. These signs aren't random decorations. They're carefully designed with directional arrows and messages to guide people step by step from the street to the doors. Consistency is key: each sign has a specific location, and they should always be set in the same order every week.



# PLACEMENT OF A-FRAMES & BIG TRAILER

The map below shows the exact placement and order of the eight A-frame signs and the location of the big trailer (which serves as a sign on Sunday). Each spot has been chosen with purpose. Consistency is what makes the experience smooth for our guests.



NOTE: #6 & #7 should face **North - South** with the front side facing North. All other signs should face **East - West** with the front facing East. (See compass to the left)

## DEPLOYING & RETRIEVING A-FRAMES

Because of the distance between sign locations, carrying or rolling A-frames by hand isn't possible. To make this efficient, one vehicle should be assigned each week during the 9:00 huddle as the "A-frame vehicle." The signs will be loaded into the back of that vehicle (try to do so carefully to avoid scratching) and the two parking team members will handle deployment: one drives, the other hops out and places the signs in their correct order. The same should be done in reverse for retrieving the signs. This approach ensures consistency, saves time, and keeps the team fresh for serving guests rather than wearing out before the morning even starts.



# RESERVED PARKING SIGNS (NEW)

Another new part of our outside setup is the use of four reserved parking cones. These are a visible way to communicate thoughtfulness and care before a guest even steps out of their car. These are lightweight and will be in the front of the small trailer.

## #1 & #2 New & Expectant Mothers



## #3 & #4 First Time Guests



The map below shows the exact placement of the four reserved signs. These signs, when placed appropriately, will take up eight spaces. These signs are important because they show honor to families in unique seasons of life, and demonstrate that we think about people's needs before they ask. Small touches like these lower barriers and make guests feel at home right away

# PARKING TEAM POSITIONS

The map below shows where the two Parking Team members should stand during service: one stationed near the road by the large white flags, and one positioned by Sign #6 in the parking lot. These spots ensure that guests are welcomed both as they arrive and as they walk toward the building.

As the team grows, we hope to add more positions and eventually provide light traffic direction, but for now, these two consistent spots are our priority.



The specific assignments (who is at the road and who is at the lot) should be decided during the 9:00 huddle so that both spots are always covered.

*NOTE: It is important that both Parking Team members wear the bright green reflective vests every week. These provide visibility for safety and help guests immediately recognize who is serving in that role.*

# GREETERS OUTSIDE

In many ways, this role remains the same as always—standing at the doors, welcoming people, and setting the tone with warmth and presence. **The main shift in this season is a greater emphasis on using the pop signs consistently.**

The reason is simple: the pop signs do more than decorate. They communicate joy and welcome from a distance, even before words are exchanged. A nervous guest walking up sees not just a building, but smiling faces holding signs that say “Welcome,” “Home,” and “We’re Glad You’re Here.” That combination of expression and message lowers barriers instantly.

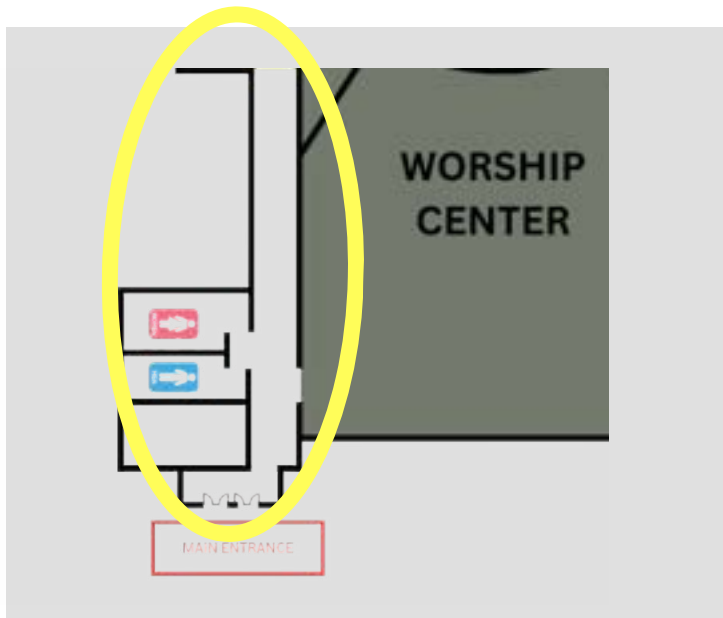


Greeters are the first people guests interact with face-to-face. This role goes far beyond holding a door. A warm smile, steady eye contact, and a friendly word communicate more than information. They communicate belonging.

Guests may not remember the details of what you say, but they will remember how they felt when they first stepped toward the entrance.



# MOVING INSIDE



The **entryway and hallway** are the first transition spaces guests experience after walking through the doors. What they see here communicates whether we are prepared for them. The entryway consists of our accordion sign, the New Here table, the Worship Center pull-up sign, and the magnetic menu sign. The hallway remains the same as always.

## ENTRYWAY: ACCORDION SIGN (NEW)

This sign is the very first thing people see when they step into the entryway. For this reason, it must always be handled with care.

**The sign should never be laid on the ground,** as this risks damage, and **it should always be set up by two people** working together.

Rushing or trying to open it alone can cause it to bend or break, which would not only be costly but would diminish the sense of excellence we want guests to experience. .



## ENTRYWAY: NEW HERE TABLE (NEW)

The New Here Table is not brand new to The Corners Chapel, but what is new is how we're approaching it. In the past, this table was staffed by an elder. Now, we're moving it under the care of the First Impressions Team.

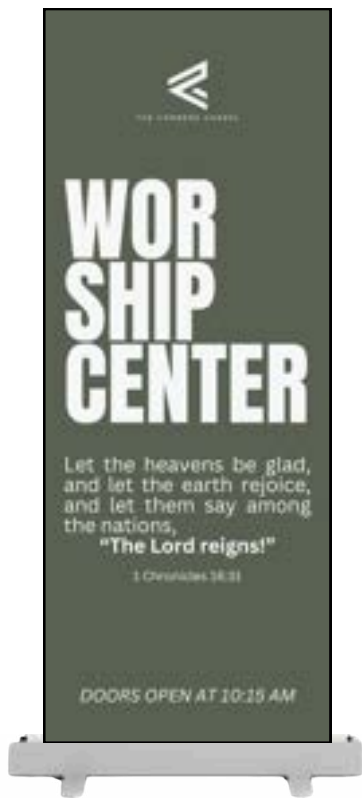
This is the place where new guests can ask questions, get direction, and take a next step. We're also preparing new gift bags to give out to every first-time guest who fills out a Connect Card, which ties directly into what will be communicated during the service: *"Fill out a card, stop by the table, and receive a gift."*



Another important change is timing. **We're asking the person serving at this table to serve after service as well**, because experience has shown that most guests are more likely to stop by on their way out rather than on their way in.

While the table will usually sit in the entryway, in colder months we may move it into the hallway to avoid bottlenecks and create a more comfortable space. Either way, the New Here Table now functions as a clear, intentional, and guest-friendly front door for our church.

## ENTRYWAY: WORSHIP CENTER PULL-UP SIGN (OLD) AND HANGING MENU SIGN (NEW)

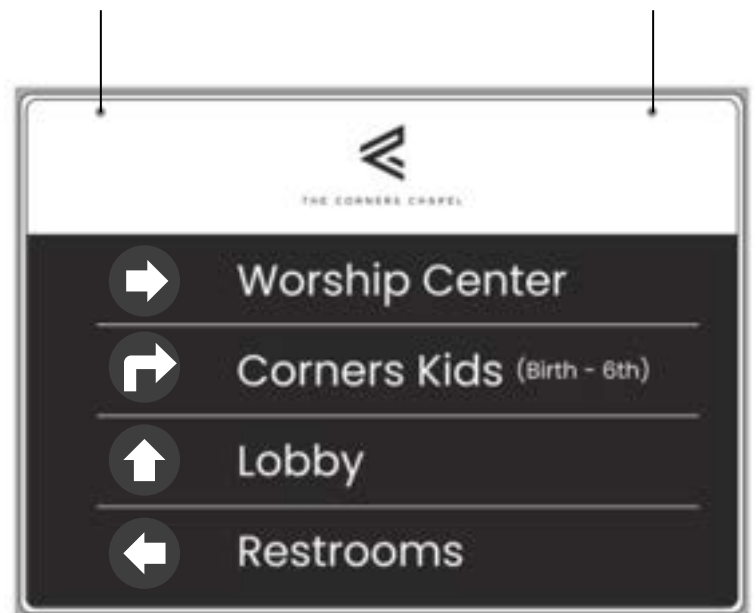


The Worship Center pull-up sign is a small but important piece of the entryway setup. It provides instant clarity by pointing guests toward the main service space, while also communicating that **the Worship Center doors do not open until 10:15**. This helps manage flow and sets clear expectations for everyone walking in.

*NOTE: Ushers, we want to begin being intentional about keeping the Worship Center doors closed till 10:15.*

The Magnetic Menu sign hangs just beyond the entryway in the hallway and is designed to give guests quick, clear information at a glance. Because it attaches easily with magnets, **it's one of the easiest items to set up**, but that doesn't make it less important. This sign is intentionally placed high so it draws attention without adding clutter, and it provides a subtle but steady reminder that everything we do is organized and purposeful.

It also includes Velcro directional arrows that can be adjusted as needed.



## THE HALLWAY

The hallway scuba wall signs **remain exactly as they have always been**, providing consistency and clarity week after week. One boldly proclaims “Jesus” with our mission on it. The other says “You Belong Here.” These signs are more than decoration. They are a visual reminder of our mission and values. They also serve practical purposes: covering up parts of the school building so the space feels less like a school, and creating a great photo backdrop for people to use before or after service.

Even though this setup hasn’t changed, it is now the responsibility of the Ushers and First Impressions Team together to make sure these signs are in place each week. They should be handled with the same care and intentionality as any other piece of setup. Keeping these signs up and in good condition reinforces the heartbeat of who we are as a church: a community centered on Jesus and extending his love to every single person who walks through our doors.

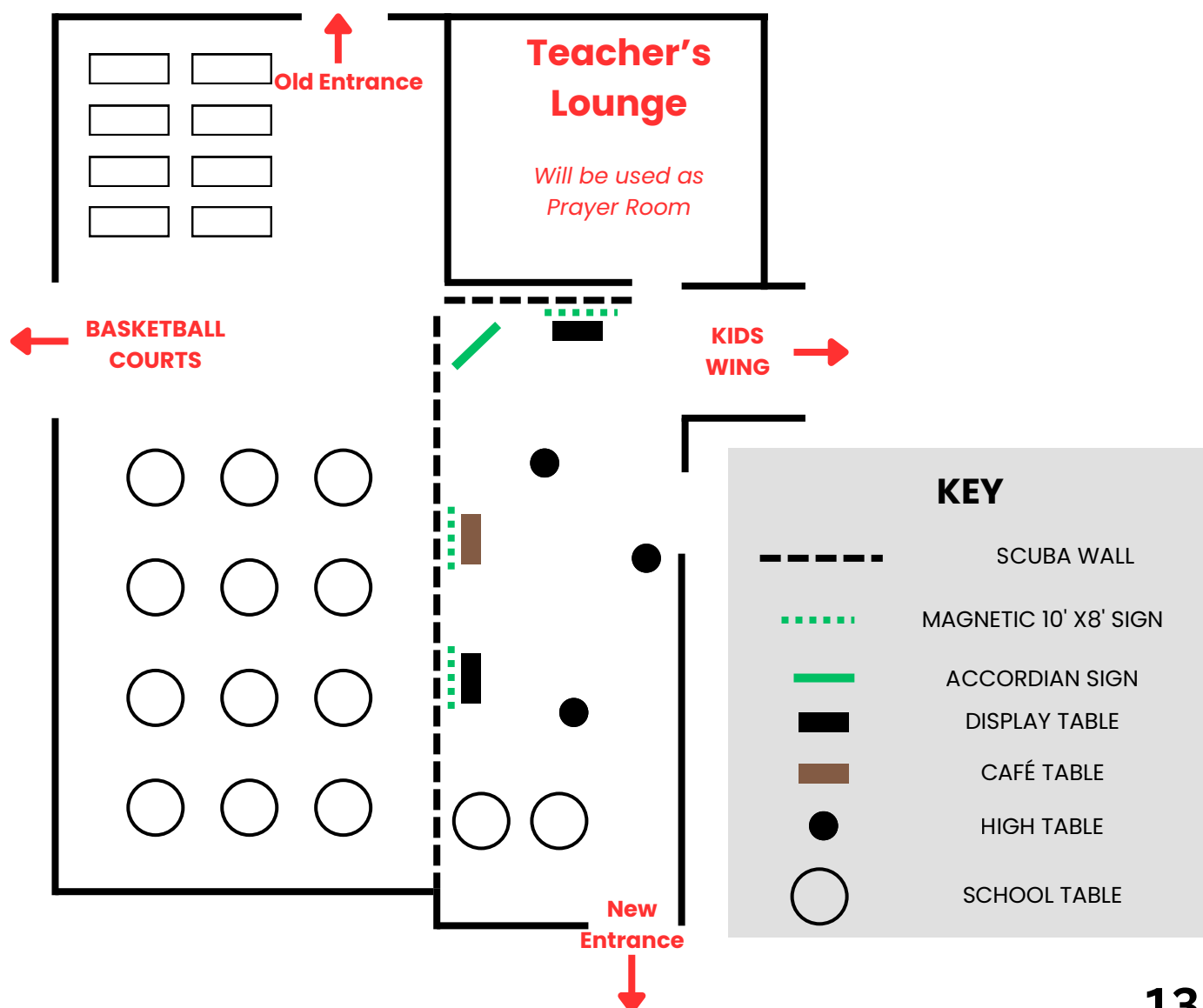


# THE LOBBY

The lobby is the largest and most detailed part of our setup, and at first glance it may feel intimidating. There are walls, signs, tables, and smaller touches to think about, but with teamwork it's not overwhelming. If everyone does their part, the space comes together quickly and beautifully. The key is remembering that no one person or team is responsible for the whole thing. We all share the load.

Here's the lobby breakdown:

- **Environment** (fully set up by first impressions and ushers)
  - Scuba wall
  - Accordion sign
  - Magnetic signs behind Info tables.
  - Café Table
  - High Tables
- **Info Tables** (Partially set up by first impressions and ushers)
  - Ministry in Focus Table
  - The Outlet Table
  - School Tables





## SCUBA WALL

The scuba wall is the foundation of the lobby setup. It consists of three large panels (25 ft wide by 8 ft tall each) placed side-by-side in one direction, and one more panel (25 ft wide by 8 ft tall) placed at a right angle to create a large “L” shape.

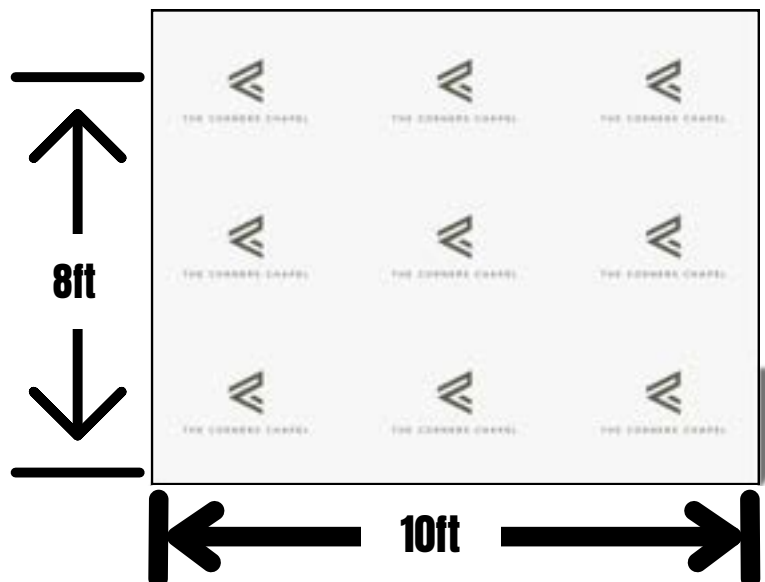
This not only creates a strong visual backdrop but also hides parts of the school building so the space feels less like a school and more like a church. When properly set up, the scuba wall transforms the atmosphere of the lobby, making it cleaner and more welcoming for families and guests. Additionally, not only does the wall transform the look of the lobby, but it also creates a hidden “green room” space behind it for serve team coats, bags, other non-asthetic serve team items, and even snacks.



Like the Hallway scuba signs, the scuba wall is magnetic and attaches directly to the ceiling. To set it up, we use rolling scaffolding so the process is safe and efficient. One person should be on the scaffolding positioning the magnets, while another person on the ground slowly pushes the scaffolding into place. Taking the time to set it up carefully is important.

## ACCORDION SIGN

In addition to the scuba wall, we will also use an accordion sign to cover the corner of the lobby where the scuba wall turns. This sign serves two purposes: it acts as a natural photo backdrop and removes the awkward “dead space” in the corner, making the area feel intentional instead of unfinished. Like all accordion signs, it must be **set up carefully by two people and never laid on the ground.**



## MAGNETIC SIGNS & INFO TABLES

Behind each of the lobby tables hangs a large magnetic scuba wall sign. These signs are simple to attach and give each table a clear identity, so everyone knows at a glance what each area is about. The signs also provide consistency week after week, keeping the lobby from feeling cluttered or random. The two tables in the lobby that provide clarity and resources are now collectively called the Info Tables. These are the Ministry in Focus Table and The Outlet Table. Our teams will hang the signs and move and cover the table, but the contents are set up by someone else.



### MINISTRY IN FOCUS TABLE

This new table will highlight a different ministry or mission partner each week. The featured ministry is responsible for setting up and tearing down the materials on the table. However, the Usher and First Impressions teams are responsible for moving the table into position and putting a tablecloth on it.



### THE OUTLET

Like the Ministry in Focus table, the Outlet table is not the team's responsibility for setup content-wise. An elder will set it up each week. But again, the Usher and First Impressions teams are responsible for moving it into place and covering it with a tablecloth.

## CAFÉ TABLE

The Café Table is one of the most visible and relational spots in the lobby. It's not just about donuts and coffee. IT's about creating a space that feels warm, generous, and cared for. This is also one of the biggest changes from how we've done things in the past, so **please read carefully**.

### Setup Changes:

- **Donuts:** Instead of leaving them in Dunkin' boxes, the donuts should now be placed neatly on folding nested tables set up to the right of the Café Table. This creates a more intentional presentation and avoids the look of "just dropping boxes."
- **Coffee:** Rather than serving directly from the Dunkin' coffee boxes, coffee is now poured into our carafes.
- **Table Presence:** The Café Host should not simply set up and leave. They are now being asked to stay at the Café Table from 10:00 until the Host Moment during the service, both to keep things tidy and to greet people warmly. After communion, they should also return to the table, since that's when guests are most likely to linger and stop by again.

### Teardown :

- Clean all trays with soap and water in the teachers' lounge and dry them thoroughly before putting them away.
- Pour out any leftover coffee in the sink.
- Rinse carafes and pump pieces with clean water using the clear pitcher
- Place carafes back in their case with lids open and pump pieces laid on top to dry. This is very important for preventing mildew.



### **Why this matters:**

The Café Table is often one of the first places people stop, and a sloppy setup can leave a bad impression. But a clean, thoughtful presentation shows we value excellence and hospitality. Just as important, having a friendly host stationed there communicates that this is more than a table of food. It's a place to connect, smile, and be welcomed into community.

## HIGH TABLES & SCHOOL TABLES

The high tables and school tables are a simple but important part of lobby setup. They don't take long to prepare, but if left undone, the lobby feels unfinished. Each table should be moved into place and topped with a small plant to make the space look intentional and consistent. These are quick details, but they go a long way in tying the room together.



### HIGH TABLES

There are three bar-height tables in the lobby. Each week, the Usher and First Impressions teams should move these into position, make sure they're fully covered with the stretchy fabric table covers, and place a small plant in the center.

**The fabric does not need to be completely removed at the end of every Sunday.** The covers give the tables a clean and professional look, and the plants make them feel welcoming and complete. Without these details, the tables look bare and uninviting.



### SCHOOL TABLES

The school will leave out two of their regular tables in the part nonsectioned-off part of the lobby each week. These provide space for our older folks or anyone who prefers to sit. Left plain, they can look out of place, so we add a small plant in the center of each to make them feel cohesive with the rest of the lobby.

# USHERS

The role of the ushers is mostly unchanged, but moving forward we are explicitly asking ushers to take a more active role in set up and tear down.

Ushers will begin by helping to set up the entryway, hallway, and lobby, making sure each space is clean, welcoming, and ready for guests. Throughout the morning, ushers maintain awareness of these areas, ensuring they stay tidy and accessible.

At the end of service, the lead usher will open the main door, and the co-usher will open the kids doors. Ushers are also responsible for tearing down their assigned spaces, working with the First Impressions Team to return the entryway, hallway, and lobby to order. Once their areas and The Outlet have been fully reset, The Lead Usher should transition to their final responsibility of the day: counting attendance with the Sunday Point Elder. This is an important task that should not begin until everything in the Ushers area in the Worship Center has been cleared and The Outlet have packed up. Counters should aim to begin counting around 12:45 pm..

## CHECKLIST

### BEFORE SERVICE

- ☐ Lead Usher arrive by 8:45 for Production Huddle.
- ☐ Co-Usher arrive by 9:00 for First Impressions Huddle.
- ☐ Help the First Impressions Team set up the entryway, hallway, and lobby.
- ☐ Double-check that walkways are clear and the space feels welcoming.
- ☐ Attend Full Serve Team Huddle at 9:50
- ☐ Keep Worship Center doors closed until 10:15

### DURING SERVICE

- ☐ Stand by the doorway greeting people and handing our bullitiens.
- ☐ Be available to assist with special needs during service (TV, communion, etc.)
- ☐ Count at start of sermon and report the count in the App

### AFTER SERVICE

- ☐ Reset all usher areas and The Outlet completely before moving to the next task.
- ☐ Work with the First Impressions Team to tear down.
- ☐ Count with the Sunday Point Elder after all spaces are cleared and packed up.

# After Service & Teardown

Teardown is just as important as setup. How we finish the day communicates as much as how we start it. A sloppy or rushed teardown creates confusion, damages equipment, and starts the next week off on the wrong foot. However, a careful and consistent teardown makes future Sundays go smoother.

## Timing

Teardown should not begin immediately after the benediction. Guests are still in the lobby connecting, asking questions, and taking next steps. We want the space to feel alive and welcoming for at least **15 minutes after service ends**. Starting teardown too soon can send the message that we are in a hurry for people to leave. Waiting communicates that people are more important than packing up.

## Order of Teardown

To keep teardown smooth and consistent, please follow these procedures:

- **Outdoor Signs** – The Parking Team should begin retrieving outdoor signage after 15 minutes. The flags come down first, followed by the parking signs, then the A-frames. We want as many people as possible to see the messaging on the A-Frames as they leave.
- **Accordion Signs & Magnetic Signs** – These should be handled carefully and never placed on the ground. Accordion signs always require two people.
- **Info Tables** – The Ministry in Focus table and The Outlet table do not need to be torn down by the Usher or First Impressions teams. The ministry team and the elder assigned will handle their own materials.
- **Magnetic signs and New Here Table** – The Scuba signs behind the info table and the New Here table should be taken down by our team, but only after people are done talking there. Never interrupt a conversation or pull something apart while a guest is still engaging—people always come first.
- **High Tables & School Tables** – Remove plants, collapse the high tables, and return them to storage. School tables can be left in place.
- **Scuba Walls** – The large scuba walls in the lobby and the hallway should come down last. This keeps the space looking excellent for as long as guests are still present and prevents the space from looking empty too quickly.

## Teamwork

The expectation is that each team member stays until their specific area is packed up and the cases are loaded. No one needs to remain until the trailer itself is fully packed, but everyone should help until their portion is complete. Once a team member finishes their assigned area, they should look for another teammate to assist. When each person does a little more than their “own job,” teardown ends faster and no one is left carrying the weight alone.

# IMAGINE...

*It's a cold and gray Sunday morning when the Martinez family pulls into the lot. They've just moved to the area, and while they've been thinking about finding a church, this is the first Sunday they've worked up the courage to actually visit. As they turn in, they immediately notice the tall white flags by the road and the A-frame signs pointing them forward. Right away, they know they're in the right place.*

*They drive toward the building and spot a reserved parking cone labeled "First-Time Guests." With two kids in the back seat and the stress of getting out the door on time, that little detail feels like a gift. As they step out, they're greeted by a Parking Team member in a bright green vest, waving and smiling through the drizzle. Already, their anxiety is easing.*

*At the front doors, two Greeters hold "Welcome" and "You Belong Here" pop signs with big smiles. One opens the door and warmly says, "We're so glad you're here. Do you have kids with you?" When the Martinezes nod, the greeter personally walks them down to Kids Check-In. When walking back around to the Worship Center, they pass the New Here Table, and the dad makes a mental note that they'll want to stop by on the way out.*

*After service, when the kids are picked up, the family heads toward the lobby. The café table draws them in with coffee and donuts—and a friendly face who chats with them while their kids grab a treat. Then, as they're about to leave, they stop at the New Here Table. They fill out a connect card and are offered a gift bag, and given clear next steps. They walk out saying, "This felt like home."*

## **Why We Do All This**

Alright. Take a deep breath. You might be reading through all of this and thinking, "*Are we sure we need all of this?*" That's a fair question. From the outside, it can look like a lot of signs, tables, and little details. But the truth is, every piece plays a role in lowering barriers and making it easier for someone to encounter Jesus. A first-time guest doesn't know our rhythms, our people, or our heart yet. They only know what they see and feel in those first few minutes. If the space feels scattered, unprepared, or cold, it confirms their fear that church isn't for them. But if the space feels clear, warm, and intentional, it tells them, "*This place is ready for you, and you matter here.*" That's why we do all of this. It's not about being flashy or perfect. It's about creating an environment where the message of the gospel can be heard without unnecessary distractions. Every flag, every smile, every plant on a table is more than a detail. It's a step toward lives being transformed by the Word of God, one guest at a time.

# FULL SET UP/TEAR DOWN CHECKLIST

*This checklist is intended to make Sundays smoother and lighter for everyone by giving clear direction on what needs to be set up and torn down. When each person does their part, the work is shared and no single team or individual is left carrying the weight alone. It's essential that we approach this with a spirit of teamwork so that the setup and teardown are not just tasks, but an act of worship.*

## OUTSIDE

- ☐ Two white "Corners Chapel" flags outside near the road.
- ☐ Two black "Welcome" main entrances.
- ☐ 8 A-Frame Signs in their allotted location
- ☐ Four parking signs in allotted spaces.

## ENTRYWAY

- ☐ New Here Table
- ☐ "Welcome" accordion sign **(Two people)**
- ☐ Hang directional menu sign
- ☐ Worship Center Pull-Up Sign
- ☐ Black "You Belong Here" Sign
- ☐ Green "Jesus" Sign

## LOBBY

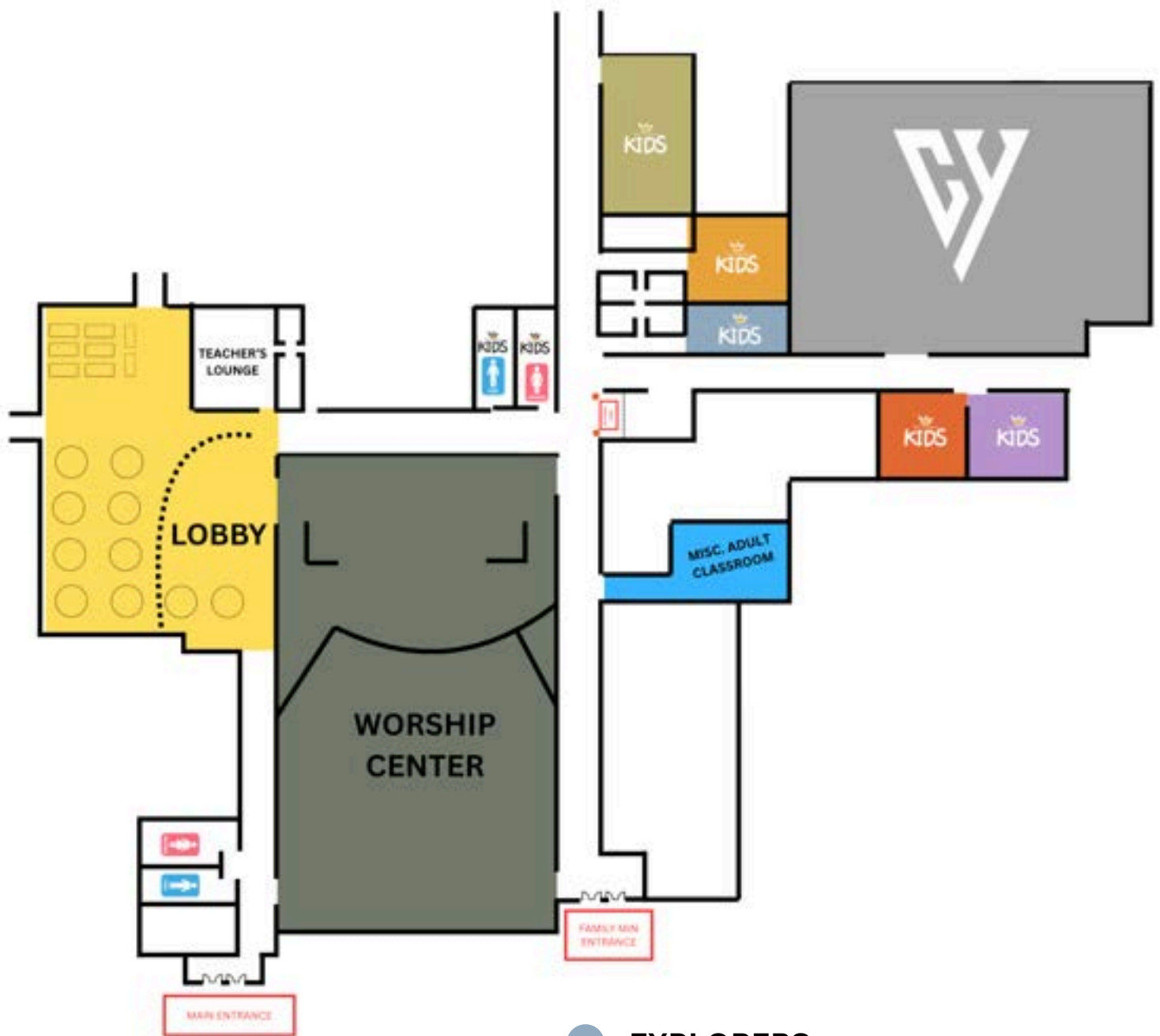
- ☐ Scuba Wall around the entire lobby.
- ☐ Three Scuba Signs
  - ☐ Ministry In Focus
  - ☐ Café
  - ☐ The Outlet
- ☐ TCC Accordion Sign in the Corner of the Scuba Wall **(Two people)**
- ☐ Info Tables & Café Table in correct place with black table cloth
- ☐ Three Tall Tables

## CAFÉ

- ☐ Coffee carafes
- ☐ Coffee Supplies
- ☐ Donut Tray
- ☐ Plants



# NEW MAP



- EXPLORERS
- WONDERERS & DREAMERS
- ADVENTURERS
- DISCOVERERS
- TRANSFORMERS