

GREETER

CREATE A WOW EXPERIENCE

EXPECTATIONS



- Park in Dream Team parking.
- Be ready to serve guests 30 minutes before services.
- Check-in and place your lanyard / name tag on.
- Attend your team huddle.
- Focus on greeting.
- Help guests navigate the campus.
- Respond with your availability on Planning Center.

BEST PRACTICES

- Maintain focus on our guests.
- Smile and welcome.
- Use first names as much as possible.
- If you see a lost guest, take them to where they need to go.
- Positivity makes a difference.
- You're part of a team, remain flexible.
- Pray during the week for our guests you'll welcome.



Volunteer Core Values

Caring | Commitment
Flexibility | Communication

Volunteer Leader's Info

Name:

Phone Number:

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USHER

Our goal is to seat each guest with efficiency and flexibly, and to assure that they feel welcomed once inside the venue.

EXPECTATIONS



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- Be ready to serve guests 30 minutes before services.
- Check-in and place your lanyard / name tag on.
- Attend your team huddle.
- Monitor the section you are assigned each Sunday.
- Respond with your availability on Planning Center.

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Name:

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SECURITY & MEDICAL

Our goal is to love and show kindness to every guest that visits our campus by maintaining order, safety, and readiness.

EXPECTATIONS



- Arrive 30 minutes prior to service.
- Park in Dream Team parking.
- Sign in at Volunteer check-in.
- Meet leader in Security office for service position.
- Focus on behaviors, waist bands, and large or abnormal bags.
- Respond with your availability on Planning Center.

BEST PRACTICES

- Know your position and responsibilities.
- Never approach a problem alone, always have your team leader with you.
- Always smile and be helpful, never allow others to push your emotions.
- Always be S.A.F.E.



- Security mindset, "What to do if".
- Awareness of your surroundings.
- Focus on continual improvement.
- Educate others and assist with training of new members.

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EXIT GREETER

Finishing the service with a knowledgeable team and guests know they're seen even after service is over.

EXPECTATIONS



- Park in dream team parking.
 - Check in, put lanyard on in volunteer Lounge.
 - Be prepared to greet people 15 minutes before service is over.
 - Taking time to opening doors at both entrances (auditorium & old live venue).
- Focus on greeting.
 - Help guests with navigating the campus and knowing where or who to speak with.
 - Respond with availability to serve on Planning Center.

BEST PRACTICES

- Maintain focus on guests leaving.
- Smile and tell everyone to have a good week or just a simple goodbye with a smile!
- If you see someone looking lost help them with where they need to go.
- Positivity makes a HUGE difference.
- You are part of a team so flexibility goes a long way.



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CAFE

Our goal is to love and show kindness to every guest that visits our campus by offering a welcoming environment.

EXPECTATIONS



- Arrive 30 minutes prior to service.
- Park in Dream Team parking.
- Sign in at Volunteer check-in.
- Focus on our guests, smile and welcome them.
- Keep all counters wiped down.
- Respond with your availability on Planning Center.

BEST PRACTICES

Set Up

- Make coffee.
- Set up 3 stations to include regular and decaf coffee and hot water.
- Fill water basket with cold waters from the cooler.



Break Down (11:30am)

- Empty and wash pots.
- Wipe down counters & tables.
- Restock & let leader know if items are needed.
- Turn off coffee maker.
- Turn off light in water cooler & hang up curtain.

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PARKING LOT

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- Sign in at Volunteer check-in.
- Focus on our guests, smile and welcome them.
- Respond with your availability on Planning Center.
- Wear your safety vest.

BEST PRACTICES

- Join Team Huddle for prayer and announcements.
- Be present, look for those that need assistance.
- Place yourself to be visible, accessible and helpful in greeting and guiding guests.
- Offer a pleasant smile, welcoming posture, and positive greeting.
- Praise God for the opportunity to serve as Jesus' hands and feet.



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