

*“Do what you do so well that when people see you do it  
they will want to come back and bring their friends.”*

*Walt Disney*

# GUEST SERVICES

We exist to be the visible expression of God's love to every guest.

# GUIDE

# WELCOME

As a Guest Services volunteer, you have the unique opportunity to create an incredible guest experience for every person who attends our church. Think of your role as being the “host” in your home and of the church attenders as your “**guests.**” This guide is designed as a resource to help you in your volunteer role. Within its pages, you’ll find information that is applicable to all Guest Services volunteers regardless of what team you serve on.

## OUR MISSION

*Our mission is to be the visible expression of God’s love to every guest.* Our focus is on creating an exceptional guest experience from the time a person steps foot in our parking lot until they leave our campus. By the way...“seven minutes is all you get to make a positive first impression. In the first seven minutes of contact with your church, your first-time guests will know whether or not they are coming back. That’s before a single worship song is sung and before a single word of the message is uttered.” Fusion by Nelson Searcy (2017).

**Guest Services can’t afford to be a road bump for anyone trying to meet Jesus.**

## OUR VISION

Our vision is to put the needs of the guests ahead of our own because we realize...**it’s not about us!** We use our spiritual gifts and talents to welcome all people and to make them feel comfortable and secure in a friendly, casual warm environment.

## OUR WIN...

is to make people feel valued with a focused, warm welcome while meeting the needs of the guest.

### WE DO THIS BY...

- Remembering that every Sunday is someone’s first!
- Utilizing the 12 ft. rule – make eye contact with guests 12 feet out.
- Projecting positive body language – making eye contact, smiling & using welcoming gestures.
- Seeking opportunities to meet every guest’s needs.
- Delivering a “WOW” guest experience & leaving a positive impression.

# STANDARDS

## WE VALUE:

1. **HOSPITALITY** – We put the needs of the lost ahead of the preferences of the found. Therefore, we create worship environments that make it easy to find and follow Jesus.
2. **PEOPLE** – People matter to us because they matter to God. Therefore, we will do anything short of sin to connect people to Jesus and the church family.
3. **SPIRITUAL GROWTH** – We accept people wherever they are but love them too much to leave them there. Therefore, every person has a next step.
4. **SERVICE** – We have saved to serve like Jesus. Therefore, our service is committed, flexible, selfless, and humble.
5. **THE BIBLE** – We believe that the Bible is God’s divinely inspired, perfectly trustworthy, and final authority for our faith and practice. Therefore, we commit to align our daily practices with God’s divine principles.
6. **PARTNERSHIP** – The local church is the HOPE of the world. Therefore, we form partnerships with churches and organizations in order to mobilize every member to reach the whole world.

## REMINDERS:

To create a welcoming environment, here are some points to remember:

- **Know the location:**
  - Restrooms
  - Mobile Café & Theater Café
  - Auditorium Welcome Area & Theater Welcome Area
  - Family Check-In Area
  - Security-Medical Room
  - Pre-school Drop Off & Pick Up (birth – 4 years old)
  - Elementary Room Drop Off & Pick Up (Kindergarten – 5<sup>th</sup> grade)
  - Middle School Venue (Student Ministry 6<sup>th</sup> – 8<sup>th</sup> grades)
    - *High School students meet on Wednesday nights in the Ridge Venue.*

- The Auditorium
- The Theater
- The Ridge
- Auditorium Baptism Prep Area
- Theater Baptism Prep Area
- Growth Track Classroom
- Church Offices
- **Embrace the following practices:**
  - **Giving directions.** When asked for directions, always escort the guest to their desired location. When in doubt, escort the guest to the appropriate Welcome Area.
  - **Go the extra mile.** The Church is God's home. Help keep it guest ready by picking up trash, tidying cluttered areas & wiping up messes!
  - **Our focus is on our GUESTS.** Refrain from eating, drinking, or using your cell phone while serving...and...limit personal conversations with friends, family and other volunteers.
  - **Stay tuned in.** Keep your leader & team informed about your serving availability. Download the Planning Center App and **ACCEPT** or **DECLINE** your serving positions for each month.

## Planning Center Services

(All teams are scheduled through Planning Center)



## GroupMe

(Your team may use this app to communicate)



**Available in the Apple Store or anywhere you get android apps, like the Google Play Store.**

- Read and sign your Guest Services Covenant to officially join the team!