



GIVING HOPE TODAY

# WELCOME TO HOST TEAM

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. On the Host Team, you'll be a part of creating a comfortable environment for our guests by demonstrating radical hospitality and generosity so they can be open to hearing the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

## Our mission is simple...

Create a comfortable environment so guests can be open to the truth of God's Word.

## Host Team

Host Team volunteers understand that new visitors form an opinion about church within the first minutes of their experience. From the second a guest pulls into the parking lot, the Host Team creates a comfortable environment so people can be open to hearing the truth of God's Word.

## All Teams

All Host Team members should wear recognizable ministry shirts/uniforms or insignia at all times. Part of creating a comfortable environment is being easily recognizable to our guests.

Be friendly and smile!

## Greeting Team

**WIN:** Create a comfortable environment for our guests by offering a sincere greeting and acknowledging each guest as they enter the building.

As guests enter your doors, greet each guest enthusiastically. Show them that you are glad they are here.

Maintain positive body language (smile, make eye contact, stand with good posture).

## Hospitality Team

**WIN:** Create a comfortable environment for guests by providing convenient, quality refreshments and interacting with each guest that approach the Hospitality area.

Welcome every guest who approaches the hospitality area and assist them as needed.

Consistently provide the drinks and snacks in a neat, well-presented area.

Maintain the cleanliness and presentation of the hospitality area as well as seating areas throughout the lobby.

## Usher Team

**WIN:** Create a comfortable environment for guests by welcoming them and offering assistance to make engaging with the service both easy and distraction-free.

Be proactive! Actively look for guests to assist and politely inform them that you have seats for them.

Maintain positive body language (smile, make eye contact, and stand with good posture).

Quietly move to the back of the auditorium/sanctuary at the end of the service to participate in identifying and celebrating salvations.

Prepare to facilitate passing buckets/offering plates to receive an offering during the allotted time.

Usher Team members should use flashlights if space requires it.

## Prep Team

**WIN:** Create a comfortable environment for our guests by preparing each seat in a way that eliminates distractions and shows we were expecting them.

Prepare each seat in the auditorium/sanctuary for our guests, making sure all supplies are in place, and the area is free of debris.

Pray over the seats. You've set the stage for God to do what only He can do.

# Info Team/Welcome Centre

**WIN:** Create a comfortable environment by providing helpful information, clear directions, and appropriate next steps for our guests.

Welcome guests who approach the info area/Welcome Centre.

Assist new guests by answering questions or walking with them to tour different areas of the church.

Have knowledge of each ministry area including ages and locations for children and youth ministries.

## Parking Team (if applicable)

**WIN:** Create a comfortable environment and incredible first impression for guests by offering a safe, easy parking experience with a high-energy welcome and clear directions.

Greet guests by smiling and attempting to genuinely connect with them through their windshield.

Clearly direct guests to available parking spots and into the building.

Parking Team members should use light wands when it is dark.