



GIVING HOPE TODAY

GREETING TEAM

The Win

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

Guidelines

Arrive on time and attend the Host Team **huddle** (if applicable).

Greeting Team members should wear the **provided ministry uniform/shirt** at all times. Part of creating a comfortable environment is being easily recognizable to our guests.

Connect with your **Greeter Leader** after **checking in**. They will assign you to a particular area and communicate any details specific to the weekend.

Greet each guest enthusiastically as though you were expecting them. Show them you are glad they are here.

- **Door Locations** - Stand outside the door and welcome guests by opening the door for them and verbally greeting them. Please do not keep the door propped open.
- **Lobby Locations** - Move around the lobby and be willing to engage with and serve every guest. Retrieve coffee refills, clean up, and help guests to a particular location if they ask.

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

Be familiar with the **building** and **special events** at church.

Personally escort any guest who asks where something is located. This helps them feel valued. Avoid pointing or giving directions.

Stay in your assigned area until the message begins. Our team can't be successful without every member!

Refrain from **eating, drinking, or using your phone while serving**.

If you will **miss** your opportunity to serve, please **inform your team leader**.