



# Greeter Team Training Guide

**HOST TEAM  
2024**



## Host Team Mission

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

## Greeter Team Positions

### Exterior

Greeters who are positioned at exterior doors.

### Interior

#### *Lobby*

Greeters who are positioned throughout the lobby.

#### *Auditorium/Sanctuary*

Greeters who are positioned at the auditorium/sanctuary doors.

## Guest Interactions

### *All Positions*

- Look for opportunities to create “Wow” moments for guests.
- Greet each guest appropriately.
- Use the 10-4 rule. When a guest is 10 feet away, make eye contact and smile. When they are four feet away, greet them verbally.
- Be on the lookout for first-time guests. New guests may:
  - *Look lost or confused.*
  - *Not be familiar with our dress code.*
- Stay focused on guests while serving.
- Refrain from using your phone.

### *Exterior*

- Help guests know that we are waiting for them by standing outside and opening the door for each individual.
- Greet each guest with a verbal greeting. Use a phrase like:
  - *“Welcome to [Your Corps Name]!”*
  - *“We’re so glad you’re here!”*
- Help control the climate inside by keeping the door closed when possible.

Lobby

- Engage with each guest, including those in seating areas. Use phrases like:
  - *“How long have you been coming to [Your Corps Name]?”*
  - *“Is there anything I can help you find?”*
- Assist new guests by familiarizing them with our building.
- Instead of pointing, always walk with guests to their location.

Auditorium/Sanctuary

- Offer each guest any relevant handouts (e.g. bulletins, Welcome Cards).
- To create a worship experience that is free of distractions, you will close the auditorium/sanctuary doors at a time designated by your Role Leader. Continue to open the door for each guest until the lobby empties.

## After the Service

- Send guests off enthusiastically. Thank them for starting their week with us. Use phrases like:
  - *“See you next week!”*
  - *“Thanks for attending today’s service!”*

## Notes

[illegible]