



Info 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.

Info Team Positions

Team members are specifically focused on providing information and resources about your church and helping identify appropriate next steps for guests.

Guest Interactions

All Positions

- Make sure to wear the provided ministry shirt/uniform when you're serving at the Info/Welcome Centre. This helps guests identify you as a volunteer and lets guests know you're someone who can answer any questions they may have.
- Initiate conversations with guests by greeting them appropriately. Use phrases like:
 - *"How long have you been coming to [Your Corps Name]?"*
 - *"Is there anything we can help you find?"*
- Be on the lookout for first-time guests. New guests may:
 - *Look lost or confused.*
 - *Be overdressed.*
 - *Limit their interaction with other guests.*
- Be aware of events and growth opportunities available at your church. Be familiar with your church communication tools. Such as:
 - *Weekly Newsletter/Bulletin*
 - *Website*
 - *Church Social Media pages*

After the Service

The Info Team has a wonderful opportunity to help guests consider next steps in their faith journey and participation in church. While it is important to interact with guests throughout the experience, after the service is our time as the Info Team to help guests grow in their relationship with Christ.

Be intentional with conversations that will help attendees grow closer to God. Use phrases like:

- “During announcements, it was shared that _____. Is that something you’ve ever thought about trying?”
- “What did you think of today’s message?”
- “Is there anything I can pray with you about?”

No matter where we are in our relationship with God, we all have a next step. For some, the best next step may be to simply return to church again the following week. For others, a next step may be making the decision to follow Jesus, joining a Life Group/Small Group, starting a Bible Plan, or volunteering. Our role as the Info Team is to be a guide during each guest interaction. We provide the information and tools necessary to help guests identify and take the step that is appropriate for them. Here are some common next steps:

- Giving
- Serving
- Life Groups/Small Groups
- Events

Send guests off enthusiastically. Thank them for starting their week with us.

Helpful Tip: Saying “*I don’t know*” isn’t a sign of weakness. It’s a sign of discernment. When a guest asks a question you haven’t been given the answer to or might be better for a staff person to address, it’s okay to say, “*I don’t know.*” Let the guest know you want to provide them the most accurate information, so connect them with an available staff member or get their contact information and pass it on to a staff member.

Notes
