

# Greeting Team

## The Win

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

## Guidelines

Arrive on time (be in position at 9:15 for class and 10:15 for worship)

Greeting Team members should wear the provided "I Can Help" Lanyard. 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. We want to create a WOW experience.

- Door Locations

Stand outside or just inside the door and welcome guests by opening the door for them and verbally greeting them. Hand Guest and Members a Weekly Bulletin.

Please do not keep the door propped open.

- Lobby Locations

Move around the lobby and be willing to engage with and serve every guest. 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. Check out the Weekly Handout before the service for any information you may need.

Personally, escort any guest who asks where something is located. This helps them feel valued. Avoid pointing or giving directions. Introduce them to a Host Member (if available) who will escort the Guest.

Stay in your assigned area until :40-minute mark. 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.

## Commitment Level

Two Sundays every six months or One month a year.