

# Welcome Desk Team

## The Win

The goal is to celebrate the long-standing heritage of NBCOC and to highlight who we were as a church plant, where we have been as a church, where we are now and where we are going in the future.

## Guidelines

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

Welcome Desk 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 (Andrea Wrape or Victor Martinez) after checking in.

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.

- Welcome Desk

Stand inside the welcome center area. If you greet a guest, use your IPAD and take down their information. If the IPAD is in use, fill out their info on a visitors card and keep it to give to one of the leaders. The most important information is their name, email and phone number. Help to answer questions about the church or events.

- Host

Move around the lobby and be willing to engage with and serve every guest. If guests need help, escort them to the Welcome Center and introduce them to the team member(s) who can help.

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

Be familiar with the building and special events at church. Check the Events page located on the welcome desk for classes, and upcoming events.

We want to escort guests when they need help finding a location. This helps them feel valued. Avoid pointing or giving directions. As a Host Member, escort the guest sharing with them why you love NBCOC. Question you can ask: What brings you to New Braunfels? Have you ever been here before

Stay in your assigned area until: the 40-minute mark (9:40 / 10:40 am) You are free to stay longer. 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 teamleader.

## Commitment Level

Ideally, one month every six months (ex. January and July).

