

EMMANUEL ENID

HOST



**GREETER TEAM
TRAINING GUIDE**

▶ 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

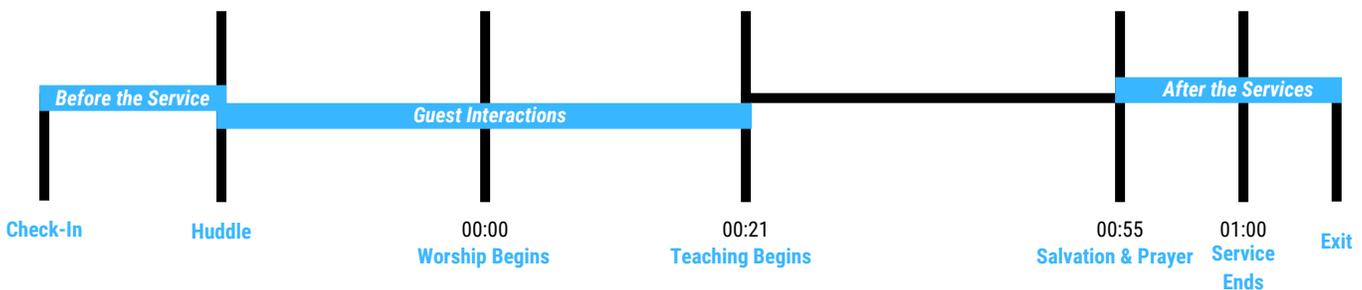
Lobby

Greeters who are positioned throughout the lobby.

Auditorium

Greeters who are positioned at the auditorium doors.

▶ ORDER OF SERVICE



Guest Interactions

All Positions

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

Guest Interactions

Exterior

- Engage with each guest, including those in seating areas. Use phrases like:
 - "How long have you been coming to Emmanuel Enid?"
 - "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.

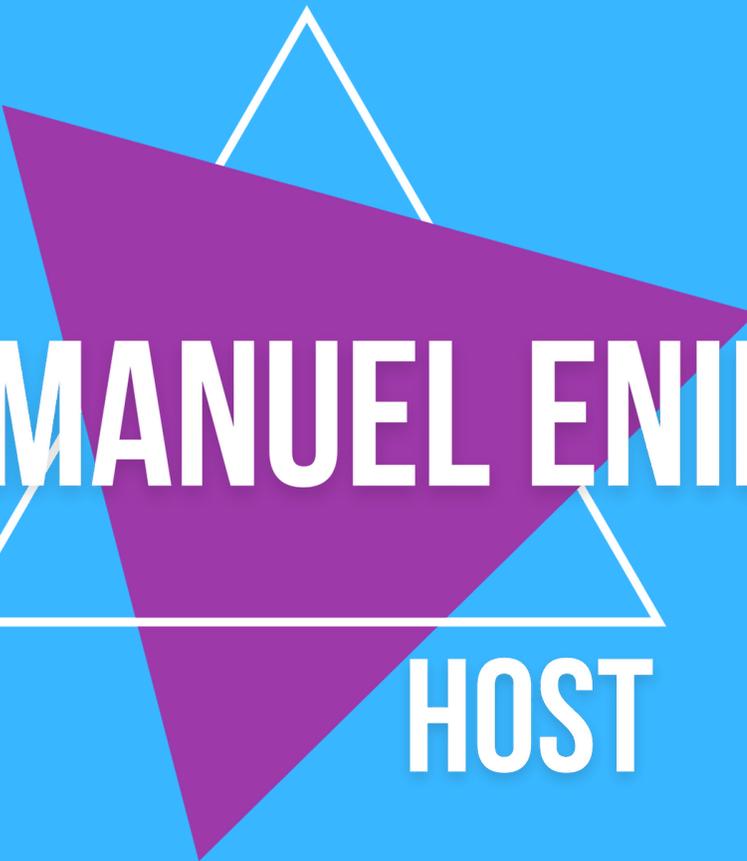
Auditorium

- Offer each guest a Weekly Guide.
- To create a worship experience that is free of distractions, you will close the auditorium doors at a time designated by your Host Team Coach & 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 the 8:30 service!"*

NOTES



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**HOSPITALITY TEAM
TRAINING GUIDE**

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▶ HOSPITALITY TEAM POSITIONS

Brewer

The Brewer is the master of the kitchen and ensures there is always freshly brewed coffee & tea.

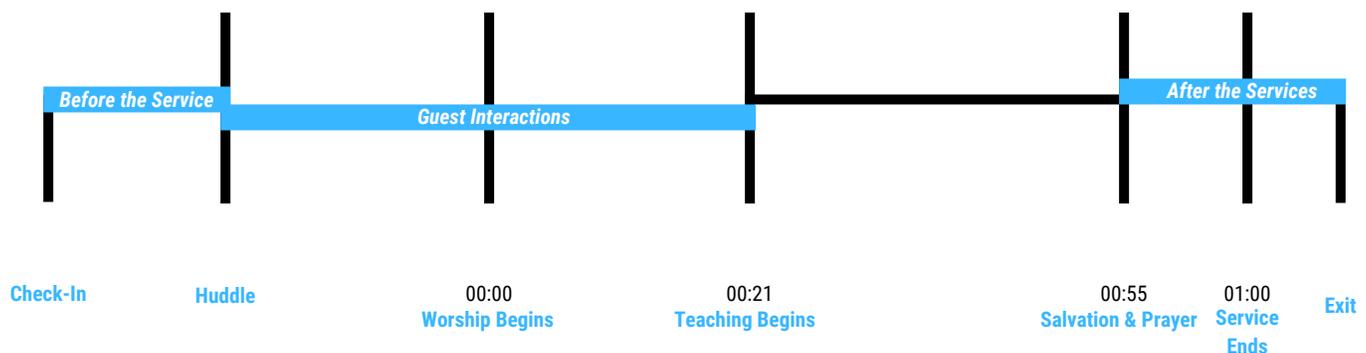
Runner

Runners transport beverages and snacks from the kitchen to the hospitality area in the lobby.

Lobby Service

Lobby Service team members interact with guests in the hospitality area. These team members also make snacks and drinks available and maintain the cleanliness of the hospitality area.

▶ ORDER OF SERVICE



Guest Interactions

All Positions

- Remain focused on guests while serving.
- Stay ahead of the demand
- Be familiar with the coffee and tea brewing equipment.

Brewer

- Brew fresh coffee and tea as needed throughout the service.
- Maintain a clean kitchen area.

Runner

- Communicate with the Brewer regarding drink refill needs.
- In order to quickly deliver and restock items, be familiar with the kitchen layout and the inventory of supplies.
- Be mindful of traffic in the lobby and don't be in a hurry. This will help avoid spills.

Snack Service

- Scoop ice into cups and have drinks and snacks well presented.
- Engage with each guest, including those in seating areas.
- Use phrases like: •
 - *"Can I help you find anything?"*
 - *"Can I refill your drink for you?"*
- Maintain excellence in the hospitality area by wiping down all surfaces, sweeping, and emptying trash as needed.
- Take every opportunity to step out from behind the counter.

After the Service

All Positions

- Ensure that all snacks, drinks, and supplies are restocked for the next service.
- Set the next team up for success by wiping down all surfaces, sweeping, and emptying trash.
- Send guests off enthusiastically. Thank them for starting their week with us. Use phrases like:
 - *"See you next week!"*
 - *"Thanks for attending the 8:30 service!"*



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**INFO TEAM
TRAINING GUIDE**

▶ HOST TEAM MISSION

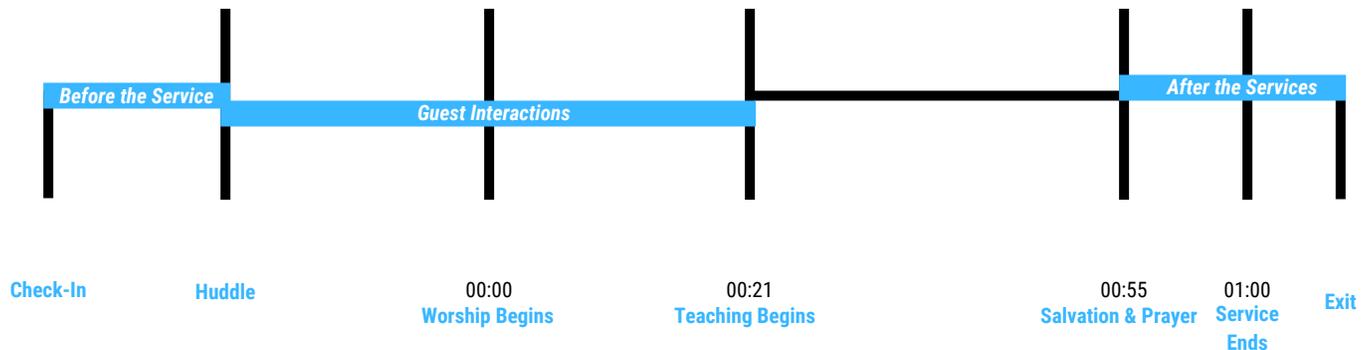
Creating a comfortable environment so guests can be open to the truth of God's Word.

▶ INFO TEAM POSITIONS

Next Steps

Team members are specifically focused on providing information and resources about Emmanuel Enid and helping identify appropriate next steps for guests

▶ ORDER OF SERVICE



Guest Interactions

All Positions

- Make sure to wear your blue Host Team shirt when you're serving at the Info Wall. 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 Emmanuel Enid?"
 - "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.

Be aware of events and growth opportunities available at your campus.

Be familiar with the following tools:

- Weekly Bulletin • Emmanuel Enid App & Website • Facebook page

After the Service

Every week at Emmanuel Enid, we communicate from stage a next step that our guests can take in response to the message. 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 relationships with Christ.

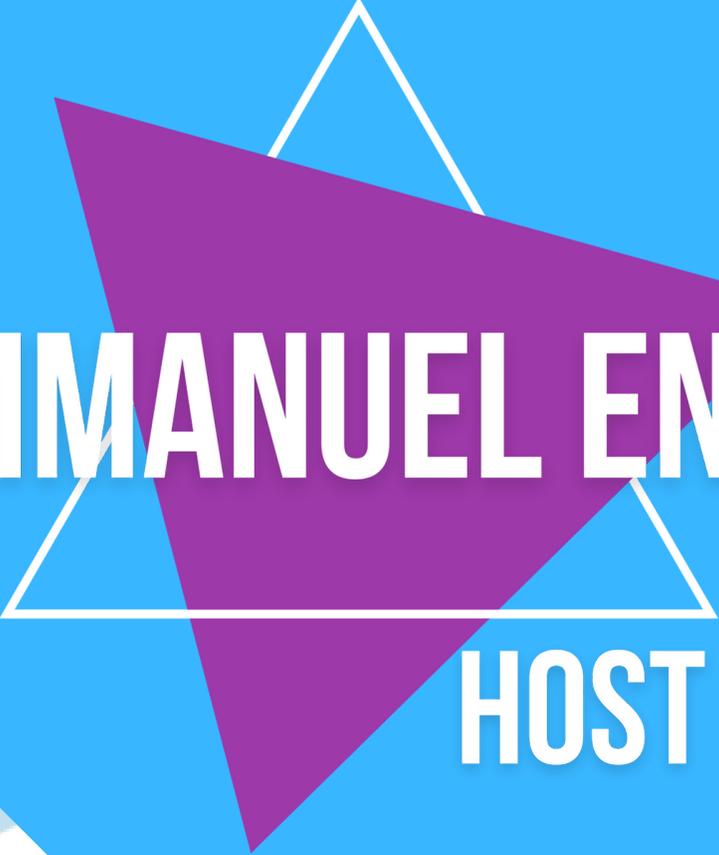
- Be intentional with conversations that will help attenders grow closer to God. Use phrases like:
 - *“Our campus pastor talked about _____ from stage today. Is that something you’ve ever thought about trying?”*
 - *“What did you think of today’s message?”*
 - *“Is there anything I can pray with you 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 getting baptized, joining a CommUNITY, 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
 - App Giving
 - Scheduled Giving
- Serving
 - CommUNITY Groups
 - Joining
 - Leading
- 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.



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**PARKING TEAM
TRAINING GUIDE**

▶ HOST TEAM MISSION

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▶ PARKING TEAM POSITIONS

Waver

These team members are positioned at the entrance to the parking lot and wave to traffic passing by and turning in.

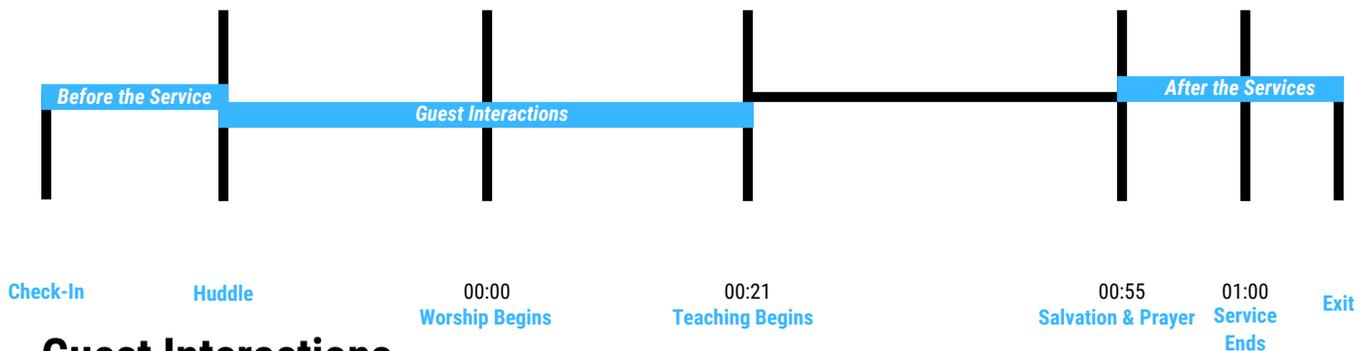
Attendant

Attendants are positioned in the parking lot to guide guests to open areas and spots.

Driver

These team members drive golf carts, greet guests, and provide guests with a ride to the building entrance.

▶ ORDER OF SERVICE



Guest Interactions

All Positions

- Wear the provided host team shirt, jacket, or vest to ensure you are highly visible in the parking lot.
- Use the two-way radios to communicate with the entire Parking Team.
- Recognize guests who require handicap parking or cars that are full. This will allow the team to better meet their needs.
- Continue serving until traffic in the parking lot clears.

Waver

- Smile and wave to each car that passes or turns into the parking lot. Have fun!
- Make your interaction with each car specific to the people inside.
- Use Emmanuel Enid signage to create energy and invite people to join us.
- Remember you represent Emmanuel Enid. Don't detract or distract others from our mission to lead people to become fully devoted followers of Christ.

Attendant

- Position yourself so you can be easily seen by guests as they enter the parking lot or row of spots you are tending.
- People are friendlier than signs and cones. Smile and wave as you
- direct traffic.
- Use traffic wands and large gestures to give clear directions to guests entering the parking lot.
- Direct guests to open areas of the lot or a specific spot if necessary.
- Make sure to read your guest and direct them appropriately.
- Greet pedestrians or guests in golf carts with a verbal greeting. Use phrases like:
 - "Good evening! Welcome to Emmanuel Enid."
 - "We're glad you're here today!"

Driver

- Be on the move at all times looking for guests to arrive, being mindful of cars and foot traffic.
- Greet each guest you see with a verbal greeting and ask if they'd like a ride to the entrance.
- Bring the cart to a complete stop for guests to enter and exit safely.
- Step off the cart and assist guests as they enter or exit, especially those who have limited mobility or those carrying car seats or diaper bags.
- Anytime kids are on the cart they should be seated and in one of the back seats.
- Engage in a conversation with guests on the cart during the ride. Use phrases like:
 - "How long have you been attending Emmanuel Enid?"
 - "E2Kids is going to be awesome today! What's your favorite part?"
- When you are aware a guest is attending for the first time, either park the cart and walk them into the building or introduce the guest to a greeter who can assist them.
- During rain or snow, ensure the rain flaps on the cart are secured and remain zipped while the cart is in motion.
- When you are finished serving, clear the cart of any trash or debris and park it in
- the designated location.

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 the Journey/Bridge/Refuge service!"



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**USHER TEAM
TRAINING GUIDE**

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▶ USHER TEAM POSITIONS

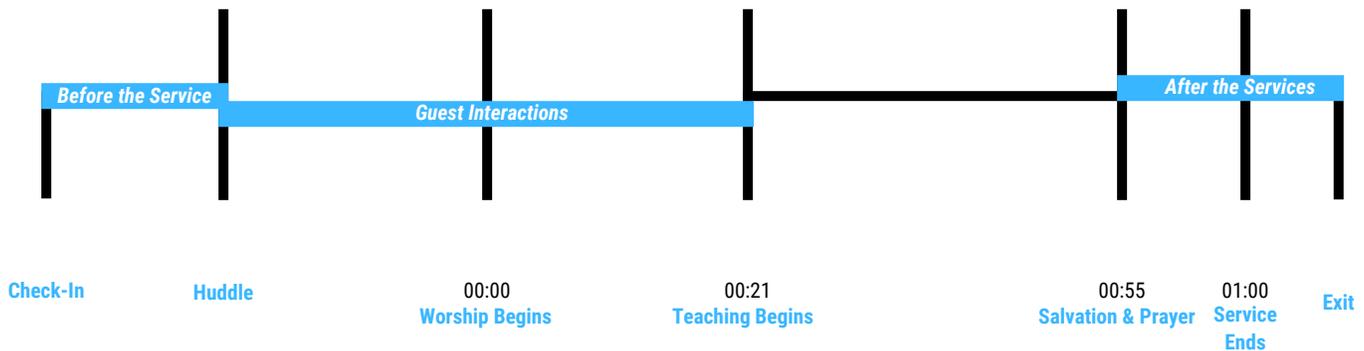
Greeting Usher

Greet guests as they enter the auditorium and connect them with Seating Ushers to find a seat.

Seating Usher

Show guests to a seat in the auditorium.

▶ ORDER OF SERVICE



Guest Interactions

All Teams

- Sign in on the Usher Sign-in Sheet.
- Use flashlights to help guests easily identify ushers in the auditorium.
- Greet guests with a verbal greeting. Use phrases like:
 - *"Come on in! Sit as close as you like."*
 - *"Can I help you find a seat?"*
 - *"Would you mind sliding in as you take your seat to make room for others to join us?"*
- Be familiar with the plan for opening additional auditorium sections or adding seats.
- Know your role in the auditorium count and offering processes.

Greeting Usher

- Maintain a guest focus by facing the auditorium doors. This helps guests know that we are expecting them.
- As open seats become less obvious, ask guests how many seats they need and direct them to a Seating Usher. Use phrases like:
 - *"How many people do you have with you today?"*

- Maintain an awareness of open seats in the auditorium and direct guests to an appropriate Seating Usher without leaving your position.
- Have constant communication with your Usher Leader and Seating Ushers.

Seating Usher

- Show people to open seats in your assigned section.
- As guests are passed to you from the Greeting Ushers, greet them and assure them we have seats available. Use phrases like:
 - *“Right this way!”*
 - *“Hi! There are four seats together right over here.”*
- Maintain an awareness of where open seats are available in your assigned section.
- Communicate with your Usher Leader and Greeting Ushers regarding available seats.

After the Service

All Positions

- Ensure that all supplies are restocked for the next service.
- Set the next team up for success by resetting seats and seatbacks, cleaning up spills, and emptying trash.
- Send guests off enthusiastically. Thank them for starting their week with us.

Use phrases like:

- *“See you next week!”*
- *“Thanks for attending the 8:30 service!”*

ADDITIONAL SERVICE ELEMENTS

Auditorium Count

Attendance is determined by the number of individuals present in the building at the designated count time.

- When the prayer begins at the end of the service, as heads are bowed and eyes are closed, count the number of guests present in your assigned section.
- Be as discreet as possible and count from the back of the auditorium.
- Provide the attendance number for your assigned section to the Usher Leader.