

# GREETING TEAM

## THE WIN

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

## GUIDELINES

**Arrive on time** and attend the Host Team **huddle**.

Greeting Team members should wear the **provided ministry t-shirt** at all times. 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.

### Door Locations

Stand outside the door and welcome guests by opening the door for them and verbally greeting them. Please do not keep the door propped open.

### Lobby Locations

Move around the lobby and be willing to engage with and serve every guest. Retrieve coffee refills, clean up, and 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 Guide** 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.

**Stay in your assigned area** until the message begins. 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**.