

GUIDE TO GUEST SERVICES



WELCOME TO THE GUEST SERVICES TEAM!

We are so grateful that you have chosen to join our service team. As a Guest Services team member, you will have the unique opportunity to create an incredible guest experience for every person who attends our church. Think of your role as being the “host” in your home, and of each person who walks through our doors as your “guest.”

This handbook is a resource to help as you host those who attend our church. Within its pages, you will find information that is applicable to all team members on any of our Guest Services teams.

GUEST SERVICES GUIDELINES & PROCEDURES

Each week that you serve, you will receive an email or text reminder from your team captain or Guest Services Director that will include the schedule and any additional details you need to know for the upcoming Sunday. Please be sure to look for this message and respond as soon as possible. If you have any questions specific to the Sunday you serve, please contact your team captain or Guest Services Director.

STANDARDS & VALUES

Every Sunday is someone’s first Sunday at The Creek. Our Guest Services teams create excellent environments that exceed our guests’ expectations of hospitality. Through our interactions with guests, we show that we love God and love people, and we introduce them to a church where people who don’t like church love to attend.

OUR VALUES AS A GUEST SERVICE TEAM:

DELIVER “WOW”

CREATE FUN

LEAVE A LASTING IMPRESSION

OUR ENVIRONMENT IS:

COMFORTABLE

- The temperature is pleasing.
- The building is safe and secure.

CLEAN

- Every environment smells clean and fresh.
- All areas are neat and in order (e.g., extra boxes out of sight, pens and handouts are in nice containers).
- Facility is spotless with floors, glass, and surfaces all white-glove approved. Think surgically clean!
- Trash cans are clearly visible and regularly emptied.
- Team members constantly scan the floors for trash.

CLEAR

- Directional signage is effective and visible. Every area is clearly marked (e.g., Next Steps, restrooms).
- Team members provide clear directions and valuable information about all environments of the church, and can direct guests to exactly where they need to go.
- Team members know transition details in order to maintain a smooth flow of service as guests arrive in the auditorium (e.g., seating area changes as the auditorium fills up).
- Team members have viewed the “weekly update” email that is sent out by the end of the day Thursday for each Sunday’s service.

OUR TEAM IS:

COMMITTED

- They are consistent with attendance and arrive prepared to serve.
- All positions are filled to the point that it allows the flexibility for team members to leave their positions to serve guests above and beyond.

CONSIDERATE

- Team members provide the “WOW” welcome! We want to always exceed the expectations of our guests with hospitality overload.
- They smile, make eye contact, and serve with passion, excitement, and anticipation of what God is going to do through them.

CARING

- They provide excellence in every action, completing intentional acts of service and looking for ways to “WOW” guests.
- They provide excellence in every interaction by initiating the “Hello,” walking with guests who need directions, and calling guests by name when possible.

GUEST SERVICES

RESPONSIBILITIES

Guest Services team members welcome all guests that enter our church. In addition to greeting people, team members answer questions and help guests find their way around the campus. As a Guest Services team member, you are one of the very first impressions our guests will have of our church. While you are serving, there may be time for you to view the worship service; however, it is necessary to stay vigilant during our service times.

SUNDAY SCHEDULE

Guest Services team members should arrive at their campus Volunteer Room no later than 30 minutes before the service on the team's designated service day. This allows time to have fellowship with other team members, receive location assignments, and get instructions for the day. You may check in at the team rally. If inserts accompany handouts, we ask that you help stuff the inserts into the handouts. Guest Services team members' service times will vary for each team. Each area will have both pre-service needs and post-service needs.

DRESS CODE

We provide each team member of Guest Services with a T-shirt and a name badge that should be worn while you are serving. Casual pants or jeans are appropriate; however, shorts are not appropriate unless you are serving on the Parking Team. Flip-flops should also be avoided for safety. For ladies, please be aware that short skirts and tight or sheer clothing should not be worn. Because some guests are sensitive to strong smells, please consider not wearing perfume or cologne.

REMINDERS

In order to create a welcoming environment, here are some points to remember:

- Know the location of all the environments, restrooms, guest information, etc.
- Be aware of any special events each Sunday that you serve.
- We ask that your children not assist you while you are serving.
- Be in position 30 minutes before the service begins.
- Please refrain from eating, drinking, or chewing gum while greeting guests.
- Please limit personal conversations with friends and other volunteers.
- Greet those who arrive early and kindly inform them that the production team is still rehearsing. Assure them that the doors will be opened shortly.
- Please wait for either your team captain or the Guest Services Director to say the auditorium is "open" before allowing guests to enter.

PARKING TEAM

Our win in ALL guest interactions is to initiate contact with a warm welcome, provide clear directions, and follow up with a warm farewell. The worship experience begins here.

WELCOMERS:

WE DO THIS BY

- Smiling and waving at cars as they arrive and depart from the parking lots.
- Clearly directing guests to parking spots and our entrance doors.
- Going the extra mile in guest interactions by giving priority parking to first-timers, the handicapped, and latecomers.
- Welcomers are the first to greet guests and help them find their way around the campus and into the building.
- We strive to have music playing and flags flying as guests pull onto the campus.

DRESS CODE

As a Welcomer on the Parking Team, please remember to wear weather-appropriate clothing. We will provide a Guest Services T-shirt. If the weather is warm enough, please wear this shirt. Safety vests, gloves, radios, and rain gear are available in the Parking Team cabinet for your use. Regular shorts are okay, but no cut-offs, please.

WHILE YOU ARE SERVING

- Parking Team members should arrive 30-35 minutes before their service times and report to the campus Volunteer Room.
- Parking Teams should be in position 35 minutes before the service begins and stay in place until 20 minutes after the service begins.
- Please do not move traffic cones or signage in the parking lots; these are placed for specific purposes and the consistency of their locations provides a predictable system for our guests.
- During the service, several Parking Team members should remain outside the building around the parking lots to assist guests and ensure safety.
- Parking Team members should return to their positions 10 minutes prior to the end of each service.
- Please return your radio (turned off) to one of the chargers, and make sure it's set to the appropriate channel.
- Return lightsabers and rain gear to the Parking Team cabinet.
- After your captain dismisses the team, please help him/her consolidate banners, signs, and cones for pick-up.

ENTRANCE DOORS

The purpose of this team is to welcome our guests into the building with a greeting and create a great first time impression. This team is the first to have a personal interaction with our guests.

GREETERS:

WE DO THIS BY

- Greeting our guests at the exterior doors with a smile and a welcoming word.
- Engaging our guests with phrases such as, “welcome,” “welcome back,” or “glad to have you.”
- Having positive body language by smiling, making eye contact, and standing with good posture (arms unfolded and body open toward the guests).
- Giving our guests a warm farewell by opening the exterior doors.
- Being on the lookout for first-time guests: people who don’t look comfortable or who have the “Where do I go?” look on their faces.
- Engaging in conversation with attendees and first-time guests.
- Passing guests off to the Lobby Hospitality team members if they have any needs, questions, or need directions to a specific environment.

WHILE YOU ARE SERVING

- Refrain from talking to friends and/or texting while serving.
- When opening doors, it is best practice to hold them open instead of propping them open.
- Communicate with your team when you are passing a guest off to a Lobby Hospitality team member.

LOBBY HOSPITALITY TEAM

The purpose of this team is to serve our guests in the building with any needs or questions they may have (think concierge). The goal of this team is to create a great first time impression by helping our guests, especially our first-time guests, with any information or questions they may have.

HELPERS:

WE DO THIS BY

- Having availability to help guests and give them the information and directions they need.
- Being conversational and engaging.
- Taking the initial step towards having the conversation to help people with their needs.
- Asking good questions and assessing the appropriate actions for the guest to take.
- Asking guests if they have any questions about our kids environment or check-in process and walking them to KidsCreek if that is where they are needing to go.
- If they are going to take children into the auditorium, walk them to one of our Greeters and give them a KidsCreek card. They can then be passed off to our Seaters and directed to a seat in the auditorium.
- Having positive body language by smiling, making eye contact, and standing with good posture (arms unfolded and body open toward the guests).
- Giving our guests a warm farewell as they leave from the service.
- Being available after the service as people may be looking to take a next step.

WHILE YOU ARE SERVING

- Refrain from talking to friends and/or texting while serving.
- Be on the lookout for first-time guests.
- Be available up to 15 minutes after the service has concluded.
- Be in position 30 minutes before the service begins.
- Please wear your green Guest Services shirt and name badge.

AUDITORIUM DOOR PREPPERS

The purpose of this team is to welcome, inform, and serve our guests with a greeting and information as they enter the auditorium. The goal of this team is to create a good impression, answer any questions, and then pass the guests off to the Seaters (aisle ushers).

PREPPERS:

WE DO THIS BY

- Greeting our guests at auditorium doors with a smile and any necessary handouts (i.e., KidsCreek cards).
- If adults are bringing in their children, there is a specific KidsCreek card you should give them. You should say, "Thank you for being with us today. Here is a card for you to read. When you enter, there will be a special area for you to sit in the back of the auditorium near a door to the lobby. If you need any help, our friends in the green shirts will be there to assist you."
- Having positive body language by smiling, making eye contact, and standing with good posture (arms unfolded and body open toward the guests).
- Giving our guests a warm farewell by opening the auditorium doors and giving them any necessary handouts upon leaving.
- Being on the lookout for first-time guests: people who don't look comfortable or who have the "Where do I go?" look on their faces.
- Engaging in conversation with attendees and first-time guests and taking them exactly where they need to go while giving them the appropriate information for particular environments or for the church as a whole.

WHILE YOU ARE SERVING

- Refrain from talking to friends and/or texting while serving.
- When you meet first-time guests, offer them a "Connect" card and give them instructions for filling out the card. You will use this card to retrieve their information for follow-up communication.
- Communicate with your team when you are taking a first-time family to the auditorium or to KidsCreek.

HANDOUTS

- If you run out of handouts, ask your team leaders for more and continue to greet until the end of your shift.
- Insert additional handouts with the primary handout when necessary.
- Keep ear plug baskets full.

DETAILS

- Please do not lean on doors.
- Please do not have drinks, food, or purses at your post.

AISLE USHERS

Our win in ALL guest interactions is to initiate with a warm greeting, friendly but firm presence, clear directions to a seat, and maximize the adult worship service by controlling any distractions.

SEATERS:

WE DO THIS BY

- Having a “follow me” mindset. We are the host.
- Keeping count of all available seats in your assigned sections and communicating those numbers to the connectors.
- Having positive body language (smiling, good posture, arms unfolded, and attentive to guests walking down the aisles).
- Interacting with guests in your sections before the service and asking them to move toward the middle of their rows to create empty seats for other guests.

Seaters begin serving as soon as the doors are open! Your main purpose is to personally help guests find available seats. Scouting out empty chairs is the best way to do this. Quietly and politely ask guests if seats next to them are available; this allows you to put together a mental inventory of available seats. Politely ask guests to move to the center of their rows in order to create empty seats for our guests. Once you’ve located seats, politely escort guests to those seats.

As a security consideration, we will seat people from the front to the back of the room, and we will only open the back rows if needed. This allows security to monitor more closely with people not sitting in isolated places. Once someone leaves the auditorium during the sermon, they should not return to their seat but should sit along the back row instead.

In London, we broadcast live. Any movement from the front rows of the seating sections can be a distraction. If anyone leaves from the front rows, they should not return to their seat for the remainder of the service.

We should always seat families with small children in the back of the auditorium. This is a courteous gesture so that families can easily take children to the lobby when they become unsettled.

Once a service has started, please do not seat people in the first 2-3 rows.

Once the service has started, all attendees entering the auditorium should be engaged by a Seater and escorted by flashlight to their row. This is for safety reasons.

SEATER TEAM REMINDERS

- Be proactive! Always have name badges and headsets on at all times.
- Be aware of the location of handicapped and first-time guests' seating and speak with your team via radio about available seats.
- Seat guests in the front sections first, if possible, filling the front rows of all sections.
- Encourage guests and attendees to fill in the middle of the rows to allow accessible seating for late arrivals.
- Let guests sitting on the end of rows know that you may need to tap them on the shoulder and ask them to step aside for guests to be seated.
- We actively seat during baptisms or after the message begins. If guests have gathered along the back wall, quietly walk them to available seats.
- When someone is leaving during a service, walk to meet them where they are leaving from. This will allow you to light a path if needed and also raise our security awareness.
- When someone enters the auditorium after the service begins, please walk them to their seat, lighting a path if needed; this also allows for security awareness and control of movement, since it might not prove to be the most opportune time to sit down.
- Guests are not permitted to sit along the back wall due to fire codes. If they would prefer to remain along the back wall, please offer them a chair or offer to take them to an additional seating area, if available.
- When an adult enters with a baby or small child, the Seaters are to seat these families in the back area of the auditorium so that the adults can leave with a child if they need to settle them; this allows us to keep them from distracting others in the room and to keep possible noise distractions out of the service broadcast.
- All Seaters are asked to stand at the doors in the rear and inside of the auditorium throughout the entire service in order to watch for those who need to be escorted to their seats and for medical emergencies. Some team members will be strategically seated in the auditorium to help with guest and attendees while providing extra eyes for security.
- Please assist in cleaning up the auditorium post-service and take any lost-and-found items to the appropriate location at your campus.

OFFERING PROCEDURES

These exist for the moments on Sunday we take up a physical offering in the room during a worship service.

- Confirm the location of your section and make sure someone is assigned to help you collect the offering. Buckets should be pre-positioned under the front right chair of each section (front row).
- Typically, the offering time is opened up through prayer. Always refer to the weekly service order for clarity on when the offering will take place. During the prayer, quietly

move to your position. At the conclusion of the prayer, start passing the buckets to collect the offering (right to left). Be aware of when the offering will be collected, making sure there has not been an adjustment in the service programming.

- Please be observant and allow everyone who wants to give an offering the opportunity to contribute.

OFFERING REMINDERS

- The team captain will assign two team members to count the offering in the designated area of your campus.
- Back-of-house Seaters will remain in the back of the auditorium to monitor doors and seat late arrivals in the back of the auditorium.
- If you notice you don't have enough buckets, please ask your captain where to obtain more.
- Your captain will collect the buckets. For safety and security reasons, when handling the offering, please make sure you are always with at least one other team member. All offering buckets should be brought to the count room, including those that are empty.
- The captain must assign someone to "sweep" the auditorium and ensure all offering buckets have been collected.

NEXT STEPS TEAM

Our win in ALL guest interactions is to go above and beyond to serve our guests by answering questions, providing clear information, and helping them take next steps.

WE DO THIS BY

- Engaging our guests as best we can to ensure we give them the information they need.
- Escorting guests to their destinations when appropriate.

WHILE YOU ARE SERVING

- Please arrive at the Next Steps desk 30-35 minutes before the service begins. You will serve until 15 minutes after the service ends.
- Please face forward toward our guests and be aware of someone approaching.
- Avoid sitting in chairs.
- It is best for only Next Steps team members to be behind the counter.
- Please refrain from eating or drinking when serving.
- When possible, take the time to escort the guest to that location whenever you are asked for directions to an environment. We never want to "point" our guests in the right direction. You can introduce guests to another Guest Services team member if you are unable to walk them where they need to go. It is always best to use provided devices to record guest information and use cards/pens only when necessary.

KEY ENVIRONMENTS

KidsCreek Preschool is our Sunday environment for children ages birth through kindergarten. Our goal is to teach every child that God made them, God loves them, and Jesus wants to have a personal relationship with them.

KidsCreek Elementary is our Sunday environment for kids in first through fifth grade. Each week, teams of energetic volunteers lead kids in worship, share God's love, and teach the Bible in relevant, fun, and creative ways.

UpFront is our environment for middle and high school students (6th-12th grades) that meets Wednesdays at 7:00pm. Each week, students experience a combination of live worship, relevant teaching, and small groups.

EMERGENCY PROCEDURES

From time to time, situations arise that are true emergencies. They demand your attention and affect the safety of one or more of our guests. It is during these times—and these times only—that the word “emergency” should be used to communicate the situation. Some of these situations include:

MEDICAL EMERGENCY

- Contact your team captain and the Guest Services Director.
- Provide the location and description of the situation.
- The Director will contact the EMT on call and someone on the medical call list.

SUSPICIOUS PERSON

- Contact your team captain and the Guest Services Director.
- Provide the location of the person, the description of the person, and the suspicious behavior.
- Keep an eye on the person until someone arrives.
- Do not confront the person.

MISSING CHILD

- Contact your team captain and the Guest Services Director.
- Provide any important details (location, description of child, etc.)
- Your captain and Guest Services Director will provide further instructions.

SEPARATED CHILD

- Take the child to the KidsCreek check-in desk and make sure the child is in a safe environment.
- Try to determine the parent/guardian’s name and try to locate them.

FIRE

- Contact your team captain or appropriate staff using your radio to alert them of the fire.
- Pull the nearest fire alarm.
- Report the location of the fire.
- Assist guests in leaving the building via the nearest exit.
- Parents are not permitted to enter the kids area during evacuation. They will meet up with their child’s class in the designated area of the parking lot.