

**CedarCreek Church**  
**Guest Services**  
**Team Member Roles and Responsibilities**

**SCRIPTURE:**

“But all things should be done decently and in order.” - 1 Corinthians 14:40 ESV

**VISION**

The Guest Services Team exemplifies CedarCreek’s value that every person matters through a variety of roles that help our guests feel welcomed and informed at our services and events. Team members use their gifts to serve guests at the one stop that provides connection first and then information and resources that will help them take a next step in their relationship with Christ.

**HOW DO WE DO THIS:**

We let the G.U.E.S.T. principles guide every opportunity and interaction:

- God’s Heart – we want every guest to know they matter to God and to us.
- Upbeat – we are positive people who make an amazing first impression.
- Excellence – our attention to detail shows our guest we care.
- Seize Wow Opportunities – make their experience something they can’t wait to share with others.
- Take a Next Step – we are always looking for opportunities to help guests take a next step.

**SCHEDULE:**

- Saturday 5:00 p.m., Sunday 9:00 and 11:00 a.m.
- Arrive 45 minutes before service, check in and attend DreamTeam Huddle
- Auditorium doors open 15 minutes before the service begins
- If you are unable to serve, please communicate with your Team Leader in advance or through Planning Center so they can find substitutes. This will ensure that our teams are best prepared to serve our guests.

**TEAM ROLE**

- You are one of the first impressions that many have of the church and even of Jesus. As such, you have the unique opportunity to be a tangible representation of God’s love by warmly welcoming and assisting guests to take a next step.
- Maintain a comfortable and orderly environment for our guests, welcoming each of them with a smile and warm greeting. One reason for this is to reduce guests’ fears which may be associated with attending church.
- Provide connection first and then materials and resources for the guests to connect and grow in their relationship with God.
- Offer direction and assistance in orienting guests with the building and ministry areas. Whenever possible walk guests to a location or provide a connection to a team member who can.

**TEAM RESPONSIBILITIES**

**Be on time & attend pre-service team huddle.**

**Serve when scheduled.** Contact your Team Leader when you need a replacement. Communication is crucial for building community and carrying out effective ministry.

**“Worship One, Serve One”** is our desire, so you attend (worship) one service and serve the next, or serve one service and attend (worship) the next.

**Prepare in prayer.** Pray for God’s heart for people each and every time you serve. Ask God how you can put someone else at ease, for the Lord to use you today, and how you can most authentically demonstrate His love.

**Dress in a manner that would honor Christ.** What we wear can sometimes speak louder than what we say. The attire is casual for Sunday morning, but use discretion. If you think your attire is questionable then simply do not wear it. We also have a lanyard with a name badge for you to wear when you serve so that the team and guests can know who you are.

**Remain positioned.** When we get into position the existing service is still in session. As such, we are able to encourage guests as they exit and welcome the early birds. We stay in position until 30 minutes after the service begins, especially mindful of those arriving late, making every effort to reassure them and offer assistance.

**Be excellent in knowledge.** You will be asked many questions about the service, next steps, upcoming events and even about the church in general. Although it is impossible to know the answer to every question, make it your goal to be familiar with what’s happening around the Creek as possible. Reading the Scoop beforehand will keep you informed too. If you don’t know the answer to a question, simply ask your Team Leader for assistance or have the guest fill out a Connect card as well as provide the contact information for the appropriate staff member or Team leader to them.

**Handle distractions and disturbances** by being alert to any unusual behavior or activity. If there is a medical emergency, send a co-team member to notify the Greeter Team Leader, First Responders Team or staff member. If there is a general disturbance, try to assist the guest in the lobby or send a co-greeter to notify the Greeter Team Leader and/or staff member.

Uniformed police officers attend EVERY service as additional security and patrol the lobby and children’s areas. Additionally, First Responders, pastors and staff members are located throughout the lobby area during each service.

First Responders, staff members and police officers are the only people authorized to call 911.

There is a Nursing Mother’s room furnished with comfortable furniture and a live broadcast of the service. It is designed to allow nursing mothers or mothers with disruptive children to enjoy the service without distracting other guests during the service.

**Smile, engaging every guest and think funnel.** This is so important since we have the opportunity to touch so many lives. When guests enter or exit our doors, Guest Services is often one of the places they first see and after service is often a natural stop, so we have the honor of connecting with them! Take the time to look someone in the eye, smile and learn their name. Reach out with words and posture. It is crucial that as we serve we do not allow the counters to become a barrier between us and our guests. Our goal is to have no more than 2 members of the team behind the counter, while the rest of the team is greeting and finding out how guests want to connect either by reaching them before they reach Guest Services or by engaging with the guest after another team member funnels them to you to assist them in taking their next step.

**Proactively offer assistance.** Since people are often hesitant to ask for help, initiate the conversation by asking how you can be of assistance. Ask personal follow up questions to ensure

they are comfortable with their surroundings. Some questions that will help determine what help you can provide are as follows:

- \* How long have you been attending CedarCreek?
- \* Are you involved in a Group?
- \* Growth Track (class is featured that day) is today at \_\_\_\_\_. Have you had a chance to attend it yet?

**Maintain a well-organized kiosk.** Be sure to assess the supplies at the kiosk when you arrive, restocking it when necessary. Make certain that breath mints are available and materials are neatly displayed. Excellence in this actually communicates value and helps to create a comfortable environment for our guests.

**Serve with GUEST in mind, but as you are gifted!** We want you serving in your gifts and passions; in ministry that is an overflow of love and enjoyable to you. If this ministry is not a fit, if you would like to investigate a new ministry team or if you need a break from serving for a season, do not hesitate to let your Team Leader know. This is why they are here - to walk through life with you!

#### **KEY REMINDERS:**

- Pray before your serve and ask God to use you in any way He can.
- Be sincere when greeting guests. Practice good eye contact and attempt to connect with each person as you greet him or her.
- Always walk guests to their desired location, never point. Communicate to your team members if you are leaving a position empty so they can fill it for you.
- Know the locations of all family ministry environments, restrooms, and adult environments for that weekend.
- Be aware of any special events that Sunday and where to guide people.
- We ask that your children not “assist” you while you are serving in this role.
- Be in position at least 30 minutes before the service begins.
- Please refrain from eating, drinking, or chewing gum while serving.
- Please refrain from texting or using your phone while serving.
- Please limit personal conversations with friends and other volunteers until you are finished serving.

#### **HOW TO JOIN THE TEAM**

- Complete Growth Track.
- Complete DreamTeam Member Application.
- Complete DreamTeam Member Interview
- Join the team!