

Hospitality Ministry - Greeter

MISSION:

To do our best to make every guest feel like they are welcome at CedarCreek in a way that radiates Christ's passion and love for them. You are an integral part of this just by saying welcome! Every weekend is someone's first!

PREPARE:

Before your shift, take some time to pray for the people coming through our doors. Spending time with the Lord will have an amazing impact on your interactions with the guests. Pray that God shows you who needs an extra smile, encouraging word and/or help getting connected.

We use the **G.U.E.S.T.** acronym when serving our guests to create an atmosphere where we:

- Have **God's Heart** because we want every guest to sense that they matter to God and to us.
- Have an **Ubeat** outlook to leave an amazing first impression.
- Show **Excellence** because our attention to detail shows our guests we care.
- Be ready to **Seize the Wow Opportunities**, so their experience is something they can't wait to share with others.
- Be ready to help our guests **Take the Next Step** - always looking for opportunities to help guests Come, Connect and Commit.

SCHEDULE:

Saturday 5:15, 7:00 p.m. / Sunday 9:00, 10:45 a.m. & 12:30 p.m.

Arrive 45 minutes before the service to check in (room 101) and attend the VIP Huddle.

VIP stands for: Vision - Information - Prayer

Auditorium doors open at least 15 minutes before the service.

GENERAL RESPONSIBILITIES:

- Always greet with a smile.
- We value your commitment to your position. If you cannot make your commitment, please call or e-mail your Team Leader ASAP.
- Plan on being at your assigned area immediately following the VIP Huddle.

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- Plan on being at your station 10-15 minutes after the service starts to serve the “late arrivers.”
- Consider attending another service so you can worship without interruption.
- If needed, direct guests to the Campus Hosts.
- Report back to your station after the service until you have been replaced by the next team member.
- Greet people in an appropriate manner.
- Keep your attention on the guest and not people you already know.
- Contact your Team Leader with issues and/or concerns regarding your assignment/role.
- Contact a Safety Team Member with any safety concerns.
- Be watchful for things that don't look right (D.L.R) and report them.
- Remember when you wear a CEDARCREEKCHURCH lanyard, you represent the Church. Therefore, be Christlike.
- You are “not just a greeter” – you are the hands and feet of Jesus to our guests. That may mean picking up trash, changing positions, or any other opportunity the Lord brings your way. If you see a need, please meet it.
- Be intentional about learning guests names each week. Every ‘One’ has a name.
- We don't want to distract our guests or take away from their worship experience, so if you are in service and need to move around before service ends sit in the back of the auditorium.

EXTERIOR DOOR / FOYER RESPONSIBILITIES:

- Greet and welcome guests; handshake or fist bumps are both appropriate.
- Assist handicapped and guests with children to the doors when possible.
- Say “Have a great week,” or thank guests for coming as they exit.
- When raining, assist guests by using an umbrella.
- Watch for unsafe sidewalk conditions.

AUDITORIUM DOOR RESPONSIBILITIES:

- Offer everyone a handout.
- When countdown clock reaches 0:00 and service begins, stage the doors at the (A3) entrance.
- Close all doors when the crowd has finished arriving.
- Be attentive and open doors for people who must leave during the service.
- When service is finished, open doors (A3) and (A5).
- Return to assigned doors when service is finished, and say “Good-bye,” as people leave.
- When auditorium is emptied, close doors to auditorium so it can be cleaned and the next volunteer shift can begin.

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1 Corinthians 12:27 NIV - Now you are the body of Christ, and each one of you are part of it.