

Hospitality Ministry - Leader

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 **Upbeat** 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 60 minutes before the service to check in (room 101) and facilitate the VIP Huddle.

VIP stands for: Vision - Information - Prayer

Auditorium doors open at least 15 minutes before the service.

GENERAL RESPONSIBILITIES:

- Contact volunteers 4-5 days prior to their serving date. Request that they respond if they are not able to serve. E-mail a devotional, encouraging word, vision, or prayer. Carbon Copy the Associate Pastor and Hospitality Lead.
- Make assignments in F1 and print out name tags ahead of time.

- Fill out assignments on the board.
- If someone shows up but is not on the schedule, be creative or contact a Leader to assist you. We never want to turn away a volunteer!
- Plan to have volunteers at their locations immediately following the VIP huddle.
- After the huddle, make sure all stations have the correct personnel serving as assigned.
- CedarCreek allows no soliciting of any kind on the premises.
- Contact the Hospitality Leader with any issues and/or concerns.
- Contact a safety team member if there are any safety concerns or something D.L.R. (Doesn't Look Right).
- If extra greeters are available and the parking lot team is short, recruit a volunteer or two.
- Know the Usher/Greeter duties and coach/train them well.
- Follow up with new or test drive volunteers immediately after the service and notify the volunteer liaison of the status of the volunteer. (Reference Checklist)
- Ushers should remain in the auditorium after each service to pick up trash, such as coffee cups and bulletins.
- Make sure the garbage is emptied after each service if necessary.
- You may want to plan on attending another service so you can praise and worship without interruption.

VIP HUDDLE RESPONSIBILITIES:

- Introduce new volunteers to the team.
- Make announcements if needed.
- Gather all prayer requests.
- Be prepared to lead the meeting if needed.
- Share a story, example, or encouragement that focuses and emphasizes G.U.E.S.T.
- Write each person's assignment on the board.

OTHER RESPONSIBILITIES:

- Treat your team like a LifeGroup.
- Keep attendance by checking everyone into F1 (If you printed tags and the volunteer doesn't show, then you need to unassign them in F1).
- Follow up with team members that have missed two serving weeks in a row if there is no communication from the volunteer.
- Recruit and train an apprentice to be under your leadership.
- Recruit, retain and keep track of your volunteers.