

# **GUEST SERVICES**

# **Volunteer Handbook**



**GreenvilleOaks**  
CHURCH OF CHRIST

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## Guest Services Mission and Vision

*Our mission is to love God, love people and serve others  
by welcoming, informing and serving everyone who attends our assemblies.*

*Our vision is for guests to say,  
“Wow! I’m impressed. These people care about me.”*

### **Welcome to the Guest Services Team!**

We are so grateful that you have chosen to partner with us as we serve those who attend our church gatherings. As a Guest Services Team Member, you have the unique opportunity to help create an incredible guest experience for every person who attends our church. ***Think of your role as being the “host” in your home, and theirs as being your guest.***

This handbook is designed as a resource to help you in your volunteer role. Within its pages, you’ll find information that is generic to all hosting roles (Greeting, Welcome Center and Ushering) and brief summaries of each team within Guest Services, including Coffee Service and Guest Follow-up.

While our desire is to provide you with an understanding of the mechanics of Guest Services, please keep in mind that the way you welcome, inform, serve or otherwise assist guests, will stay with them much longer than any “functional” assistance you provide.

### **Guest Services Guidelines and Procedures**

Each week that you serve, you will receive an email reminder from your team leader with your assigned time and location and any additional details for the upcoming Sunday. Please be sure to look for this email and respond accordingly. If you should have any questions in general or specific to the Sunday you serve, please contact your Guest Services team leader.

### **Dress Code**

Casual pants or jeans are appropriate; however, shorts are not. Flip-Flops should also be avoided. For women, please be aware that short skirts, tight, or sheer clothing can be a distraction and should not be worn. Be sure to wear your name tag any time you are serving.

### **Volunteer Parking**

If you are able, please park in the far west parking area to leave as many spaces as possible that are closer to the building for those arriving later.

## Sunday Schedule

Greeting (Parking and Entrance Doors) and Welcome Center teams will serve during one service, one Sunday each month (you are welcome to serve more often if you like). Ushers will serve at one service each Sunday for a month on a three to four month rotation.

### Greeting – Parking and Entrance Doors and Welcome Center Teams

You should arrive at your assigned station **15-20 minutes** before the worship service on the team's designated service day.

- **First Service Greeters (Parking and Entrance Doors)** will serve approximately 1 hour, from 8:15-8:45 a.m. (15 minutes before the service starts until 15 minutes after the service starts) and from 9:35-10:05 a.m. (from the end of the service until 15 minutes after the beginning of the class period).
- **First Service Welcome Center Host** will serve approximately 1 hour and 50 minutes, from 8:15-10:05 a.m. (15 minutes before the service starts through the first 15 minutes of the class period). Only one host needs to stay through the full worship service. A second and third host will serve approximately 1 hour.
- **Second Service Greeters (Parking and Entrance Doors)** will serve approximately 40 minutes, from 10:45 a.m.-11:15 a.m. (15 minutes before the service starts until 15 minutes after the service starts) and from 12:05 a.m.-12:15 p.m. (from the end of the service until 10 minutes after the service ends).
- **Second Service Welcome Center Hosts** will serve approximately 1 hour and 35 minutes from 10:45 a.m.-12:20 p.m. (15 minutes before the service starts until 15 minutes after the service ends). Only one host needs to stay through the full worship service. A second and third host will serve approximately 45 minutes.

Actual time may vary as needed for each team.

### Ushering Team

You should arrive at the back of the Worship Center **10-15 minutes** before the worship service on the team's designated service day and will serve until 20 minutes after the service starts.

- **First Service Ushers** will serve from 8:15-8:50 a.m.
- **Second Service Ushers** will serve from 10:45-11:20 a.m.
- **Both Teams** will take a few additional minutes before or after each worship service to help maintain a neat and clean Worship Center and restrooms.

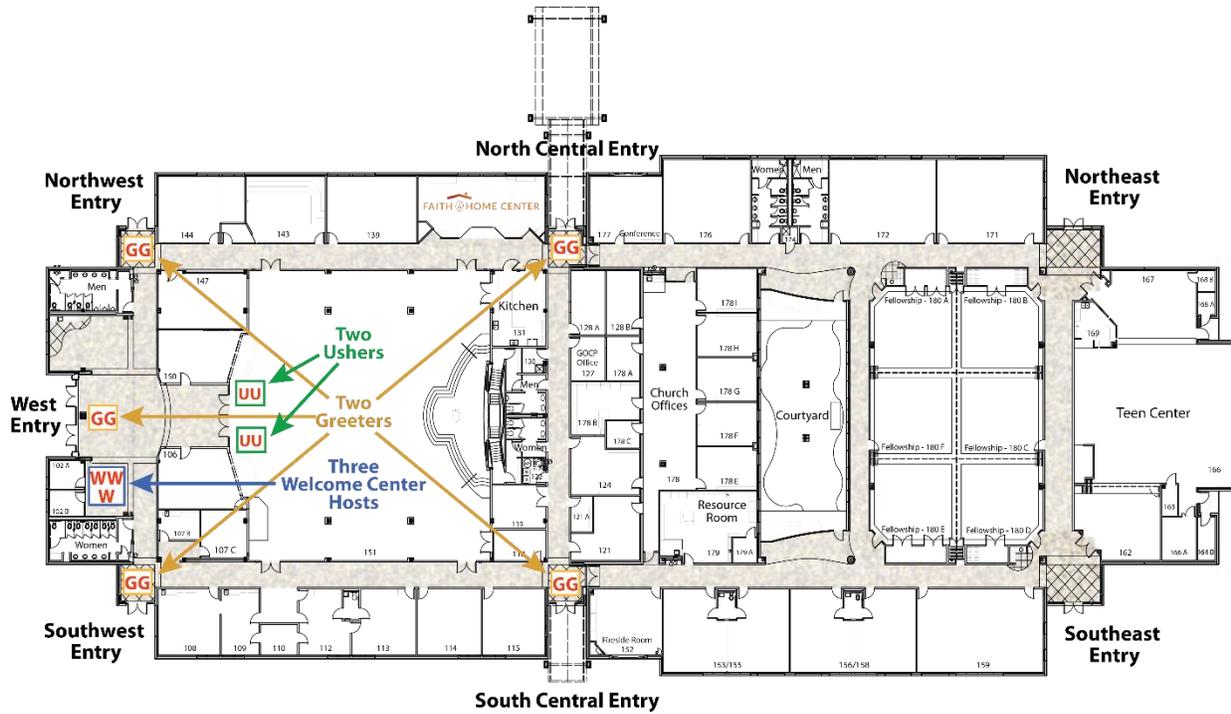
Ushers will serve for approximately 40 minutes. Actual time may vary as needed for each team.

### 20 in the Middle - Team Meetings

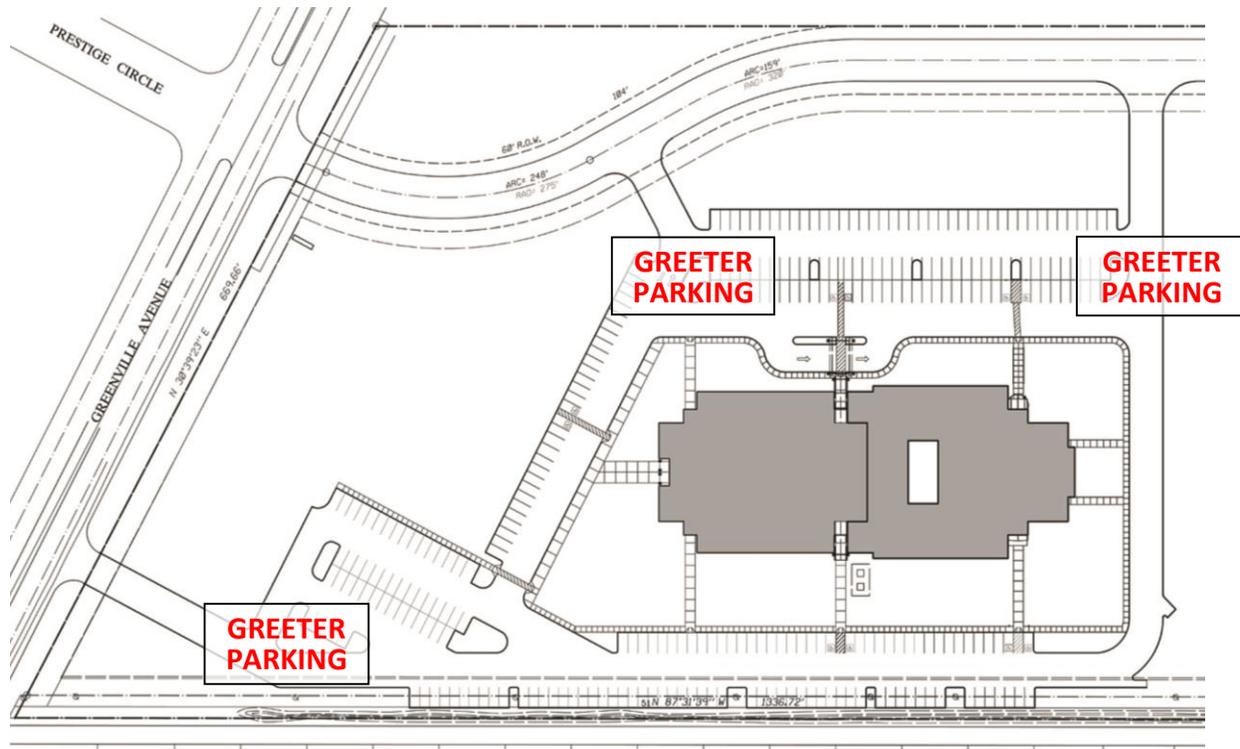
Greeters and Welcome Center Hosts will meet together for **20 minutes** during the middle of the class period (10:10-10:30 a.m.) to review of the day's assignments, for practical training, to evaluate ministry effectiveness, and pray. *(One person will remain at the Welcome Center during this time.)*

### All hosting role locations and schedule

Each service, three people are need to welcome guests as the enter the parking lot, 10 people are needed to greet and host those entering and leaving the building; three are needed to staff the Welcome Center and accompany guests to their destinations; and two to four ushers are needed to help people find available seats in the Worship Center.



This chart shows the approximate positions of parking lot greeters.



## Greeting Team

Greeting Team Members welcome all (guests, members and regular attenders) who arrive at our site and enter the church building. Greeters at the entrance doors offer a bulletin, answer questions, help guests find their way around the building and escort first-time guests to the Welcome Center. As a Greeting Team Member, you are one of the very first impressions our guests will have of Greenville Oaks. Your warm smile, greeting and personal assistance sets the stage for our guests to have an awesome experience with the family of God at Greenville Oaks.

### When you serve

Please pick up your nametag from the kiosk in the main foyer. Handout materials will be available at each entrance. The Guest Services Team Leader for the day or other designated person will be there to help if necessary.

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

- Be in position **15-20 minutes before** the worship service begins.
- Wear your nametag. And safety vest for parking lot greeters.
- Please refrain from eating, drinking, or chewing gum while at your position.
- Please limit personal conversations with friends and other volunteers.
- Greet those who arrive early and kindly inform them when the next service or class period will start. You could also take them to the Faith@Home Center or nearest coffee bar area.
- Please remain at your door greeting late arrivers until 15 minutes after the service begins.
- Encourage guests who have children with them to take advantage of the Nursery (Birth-36 months) and Children's Worship (3 years-sixth grade) and take them to the Welcome Center or Nursey to check their kids in.
- If a guest needs assistance, **walk them** to the desired location (Welcome Center, child check-in, classroom, coffee bar, restroom, etc.).
- Please return to your position at the end of service to say, "Thanks for coming," or "Have a great week."
- When the service has ended, please prop open the Worship Center doors that are nearest to your exterior door.
- After first service, please remain in your position until 15 minutes into the class period and greet those arriving for class.
- Please assist in cleaning up the Worship Center post-service and take any personal items that were left to the Lost and Found.

## Welcome Center Team

Our Welcome Center Team welcomes guests, provides information materials, answers questions about our church, and helps guests find their way around the building.

### When you serve

- Please arrive at the Welcome Center **15 minutes before** the service begins. You will serve until 15 minutes after the service ends. (Only one person need to stay through the whole service.)
- Read the weekly bulletin and email newsletter, which provide a quick reference of the latest information for that Sunday and the coming week.
- Wear your nametag.
- Please face forward toward our guests and be aware of anyone approaching.
- It is best for only Welcome Center Team Members to be behind the counter.
- Please refrain from eating or drinking when serving.
- Help first-time guests have an incredible first impression by listening intently, providing any assistance needed, giving them information about the church along with a gift, and personally walking with them to wherever they are going. If possible, introduce them to an usher, teacher or member before you leave them.
- When asked for directions, always take the time to escort the guest to the location. It's a great opportunity to engage in conversation. We never want to "point" our guests in the right direction.
- When guests have children who are sixth grade and younger, please assist them with child check-in before taking them to the nursery, children's worship, or the children's classes.
- There should be at least one volunteer at the Welcome Center during each service and during team meetings.
- Be aware of depleting supplies and restock them as needed.
- Keep the counter neat and free of clutter.

### Miscellaneous Information

A notebook at the Welcome Center contains the Guest Services Leaders and Staff phone numbers as well as additional information about specific events. **Cell phone numbers are for Sunday morning emergencies only and are never to be given out.**

- If an emergency arises, call 911.
- A wheelchair is available in one of the prayer rooms. A general first-aid kit is available at the Welcome Center. We do not give out medications.
- Lost and Found is at the coffee bar in the main foyer. Welcome Center Volunteers should escort guests to the Lost and Found as needed.

## Ushering Team

Ushering begins **5-10 minutes before** the service starts. Your main purpose is to personally offer to help everyone (especially guests) find available seats. An inconspicuous scouting of empty chairs is the best way to do this. Quietly and politely asking people if the seats next to them are available allows you to put together a mental inventory of available seats. Politely ask people to move to the center of their row in order to make as many seats as possible readily available for our guests. Once you've located seats, discreetly escort people to them.

### When you serve

- Pick up and wear your nametag.
- Seat guests about half way to the front, if possible.
- Seat anyone with small children as close to an exit as possible.
- Encourage people to sit toward the middle of the row to allow accessible seating for late arrivals.
- Be proactive. Let people know that you may need to tap them on the shoulder and ask them to step aside for guests to sit.
- By the end of the first song, please close all side doors.
- By the end of the second song, please close the doors at the back of the Worship Center, but hold them open for late arrivers and offer to find them a seat.
- When needed, please set up and open the overflow room (typically during the meet and greet time). Since the experience from the overflow room is less optimal than in the Worship Center, make every effort to seat guests in the Worship Center. However, when the Worship Center becomes more than 85 percent full (465 people), the overflow room should be used.
- Please take a few additional minutes right after ushering to clean up the restrooms by wiping down the counter tops and picking up any paper towels that are on the floor.
- After first service and before the second service, please help pick up trash and straighten the Worship Center seats for second service. Take any personal items that were left the Lost and Found.

## Coffee Service – Prep Team

Coffee preparation begins on Sunday morning between 7:15 and 7:30 a.m. Preparing and setting out coffee dispensers takes from one to one and a quarter hours. Coffee is prepared in the kitchen using two brewing machines. Coffee is prepared by inserting filters into the coffee basket, measuring and pouring ground coffee into the filter, and pressing the brew button. Each large dispenser takes 8 to 12 minutes to complete brewing.

During the Bible Class hour, review available coffee amounts and make adjustment in preparation for the second service. In some cases, coffee dispensers need to be consolidated and moved to minimize waste.

Typically seven large containers are made on any given Sunday in the spring and summer time and eight large containers are made in the fall and winter. You will serve about one Sunday every four to five weeks. Total service time for one year is 10-18 hours.

### When you serve

- Prepare coffee before first service
- Verify coffee cups, lids, and condiments are fully stocked at each coffee bar
- Refill above if needed
- Check front coffee bar once during first service to verify it is ready for Bible class
- Clean and refill as necessary
- During Bible class redistribute coffee to front bar if required
- Prepare additional coffee for front bar if necessary
- Refill condiments in all stations if necessary
- Lock all cabinets and turn off kitchen lights

## **Coffee Service – Clean-up Team**

Coffee clean-up can be performed any time after second service is over but before Friday of that week. Cleaning and restocking the coffee bars takes from one to one and one half hours each week. All coffee dispensers from the three coffee bars are collected, any old coffee is drained, dispensers are rinsed with hot water, and all coffee bars are restocked for the next Sunday.

Once a month coffee dispensers are cleaned by pouring a small amount of white vinegar into the containers, draining, and rinsing with hot water. Coffee clean-up team members serve one month at a time. You will serve 2 to 3 months per year. Total service time is 8-18 hours per year.

### **When you serve**

- Collect all coffee dispensers from coffee bars and return to kitchen
- Clean coffee bar countertops and tables
- Clean dispensers
- Monitor and report low inventory of supplies to the office staff
- Restock coffee bars as directed
- Lock cabinets and kitchen

## Guest Follow Up Team

This team reaches out to guests after they have visited to demonstrate our care for them as individuals. You can write and send cards to thank guests for visiting; make phone calls to say we are happy they came and offer any assistance that might be needed; or deliver special welcome gifts (usually chips and salsa) to guests' homes.

Each Monday this team receives assignments and instructions on contacting those who provided contact information the first three times they visit.

### When you serve

Here are a few guidelines on sending cards, making phone calls and delivering gift bags.

- Send Cards
  - Obtain blank Greenville Oaks stationary cards from the church office or purchase your own if you'd like to have more of a personal touch.
  - Write a brief personal note thanking the visitor for their attendance. Some sample starter sentences may be: ("I'm so glad you visited..." / "Thank you for attending services..." / "I hope our services were uplifting for you...")
  - Send the card as early in the week as you can - to allow for timely delivery to our guests (mail no later than Wednesday please).
- Phone Calls
  - Place a call to the guest and express appreciation for their attendance at Greenville Oaks the previous Sunday. Ask if they have any questions. Please pass along any information which would be good for us to know: i.e.: married / kids / illnesses / job situations / recently moved / any struggles, etc. Please send a note to greg-deb@sbcglobal.net and copy Debi Ishmael at dishmael@greenvilleoaks.org.
  - Please place calls no later than Thursday if possible.
- Deliver Gift Bag (chips & salsa)
  - This should be a BRIEF, non-intrusive visit. Just drive to the guest's house or apartment and knock on door and hand them their gift bag. Do not enter the house. If no one is at home, leave the gift bag at front door, and call the guest to let them know you were there, and alert them that the gift bag is at the front door (if they don't answer, leave a voice mail).
  - If the guest is not home, write a short note on Greenville Oaks stationary and include it in the gift bag (it would be nice to write a note for all gift bags delivered).
  - If you ever feel unsafe in a specific location, do not deliver the gift bag. Please let us know by emailing greg-deb@sbcglobal.net and copying dishmael@greenvilleoaks.org.
  - The gift bags (with chips & salsa) and note cards are located in the church building kitchen, in the cabinet above the ice machine.
  - Deliveries can be made any time before the next Sunday.
  - When you complete your assignment, please email greg-deb@sbcglobal.net and copy dishmael@greenvilleoaks.org.