

Guest Services EASTER Ministry Partner Guide

Words can't express how much you are appreciated for serving in the Guest Services ministry at PVFBC. Thank you for stepping up to the plate and offering your time and gifts.

You may not realize it, but Guest Services is way, way up there in importance. Studies show that folks have decided within the **first 11 minutes** whether or not they're coming back. Guest services ministry partners are the ones who interact with guests in those first 11 minutes.

So, in a way, **you are more important than the worship and preaching!**

Here are some frequently asked questions to help get you ready.

What do I wear?

Your special t-shirt, if possible. If not, just wear what you normally would to church.

When do we get here and how long do we stay?

As much as you are able, arrive at your post at least 15 minutes early and stay 10-15 minutes after, depending on where you serve.

What do I need to know about children's ministries?

- We have **KidsView** during groups and worship for babies to 4th Grade, offered in the KidsView area, across the walkway and into the fellowship hall building, second floor.

What if I have a question?

Email: pastor@pvfbc or call/text (615) 379-8013

Depending on where you signed up to serve, here are helpful instructions.

PARKING LOT

As much as possible walk out to greet guests as they arrive (you don't have to open their car door, but be available if a mom needs help unloading kids, etc.)

SMILE and say something like, "Welcome to Pleasant View First Baptist, my name is _____! We are so glad you're here. We have greeters inside to direct you, but if I can answer a question or help in any way let me know." Try to engage parents and children.

As much as you are able, walk them to GUEST ENTRANCE and hand off.

Bring an umbrella just in case (we have a few in the guest services room).

Spread out. Try not to congregate.

WELCOME DESK

Man the desk prepared to answer questions. **Never point someone to where KidsView is; ask another guest services team member to escort them.**

GUEST ENTRANCE (front door host)

Your main role is holding the door for and greet guests/members as they enter the glass doors.

SMILE. Welcome the guests, give your name and be sure to acknowledge parents and children. As you open the doors for them, let them know we have people ready to guide them to nursery/children's worship if they need it. **Never point someone to where KidsView is; you or another guest services team member escort them.**

Try not to congregate and converse with other ministry partners. Focus on guests as much as possible.

SANCTUARY DOOR GREETER

Your main role is greeting guests/members as they enter the sanctuary.

SMILE and welcome guests, give your name and if they have children that fit in the age range of nursery/children's ministry, ask, "We have a nursery babies through 5 years old and a new children's ministry called KidsView for k-4th. Would you like me to show you?" **Never point someone to where KidsView is; you or another guest services team member escort them.** If they say *not right now*, be affirming and let them know if they change their mind at any time to just step out in the foyer and a greeter will help them.

SECTION HOSTS¹

The sanctuary will be divided into two sections (left and right, as you face the stage), each with a designated host responsible for engaging guests and members - with the major focus on guests - making them feel wanted and welcome.

The Role of a Section Host is to create a sense of community and engagement in the worship service among the people who sit in their section of seats. Section Hosts lead the charge for radical hospitality by noticing, giving personal attention, and providing excellent follow-through to everyone who comes into their section. They also help establish a greater sense of connection with those who sit in their sections by welcoming them and learning their names. Our hope is that Section Hosts will begin to notice each person and boost their sense of belonging.

Section Hosts will focus on the 3 Principles of Radical Hospitality:

1. **Notice** – Offer a warm greeting to each guest. Give eye contact to each person you come in contact with. Be on the lookout for people you don't know or who are alone.
2. **Personal Attention** – Introduce yourself, and learn the other person's name.
3. **Connect and Provide Excellent Follow-Through** – Help the person feel welcomed, even to the point of sitting with them or finding members to sit with them if they are new and don't know anyone..

Section Host Regular Responsibilities:

- Pray for your section.

¹ Adapted from Section Greeters materials of The United Methodist Church of the Resurrection

- Arrive in the section at least 15-20 minutes before worship begins each week.
- Wear your t-shirt and/or name tag so people who sit near you can identify that you are a section host and get to know your name.
- Commit to serve as a Section Host whenever you are in worship, not just the Sundays you are assigned.
- Notice when new people attend, and make an extra effort to welcome them. Notice when regulars are missing, and if needed let staff know of any specific care needs.
- Get to know the other Section Hosts in your section and communicate with each other if you will be out of town or away for any other reason.
- Be familiar with general church resources in order to answer questions or provide next steps.

NOTE TO ALL THE ABOVE: please be back at your stations at the end of the service to thank our guests for coming, answer questions, and help them find their way back to the nursery, parking lot, etc.

COFFEE AREA

Have the coffee ready and help serve guests. We do allow coffee in the sanctuary. Please check the carafes regularly. **It is better to have more coffee than we need than someone not being able to get a cup.**

Here are some helpful Do's and Don't in Guest Services ministry

- Don't over greet. A few meaningful and warm greetings are better than a lot of superficial handshakes. If guests feel like the welcome they receive isn't genuine, that is the one thing they'll remember. It won't matter how great everything else is. They want to encounter real people, not plastic smiles.²
- Do be on time.
- Do let us know ASAP if you can't make your scheduled serve.
- Do be flexible and accommodative.
- Do make sure no one has to open a door for themselves.
- Don't be negative.
- Don't say, "I don't know," but rather, "Let me find out for you."
- Don't point someone to their destination lead them and/or handoff to another guest services ministry partner.
- Don't form holy huddles.

So, whether you eat or drink, or whatever you do, do all to the glory of God. — 1 Corinthians 10:31 (ESV)

² <http://www.outreachmagazine.com/features/5116-are-you-scaring-off-first-time-guests.html>