



HOSPITALITY GUIDE



Welcome to the Team!

Most of our regular attendees and guests should expect the local church to treat them better than any other business they interact with during the week. So, our challenge to you as you begin this journey is to exceed expectations, go out of your way to surprise someone with your attitude, actions and words. Serve everyone so well that they feel celebrated and welcomed!

The purpose of this guide is to preset the expectations clearly for those wanting to serve and answer some of the questions you might have about the various opportunities available. Terms used for the ministries and positions we serve in should be clear for everyone. This 'Hospitality Guide' hopefully will accomplish that for you!

We are so excited about what God is doing at Christ's Chapel, and we believe that you will be a great representative of our church! Thank you for serving!

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HOSPITALITY TEAM

'**Hospitality**' is the word that describes the overall ministry that includes everything we do. The '**Welcome Team**' consists of those that serve primarily in the foyer areas of Christ's Chapel. '**Guest Services**' focuses on the ministries of our ushers and safety team.

Thank you for joining the Hospitality Team of Christ's Chapel. We look forward to serving together in the days ahead! It is our heart to have a strong group of people representing our church family in our parking lot, foyer and sanctuary who are intentional about making our regular folks and guests feel welcome. We feel the best way for you to be able to convey OUR heart for people and for this team, is to also know **Our Vision, Purpose, and Core Values** as a church.

OUR VISION, PURPOSE, AND CORE VALUES

Our Vision, Purpose, and Core Values

It helps to remember that this type of personal care in a church family emerges from a larger ministry. At Christ's Chapel, we have a vision, purpose, and core values that reflect what we do, why we do what we do, and who we are as a community of faith.

- **Building Faith:** Regardless of where people are on their individual journey of faith, our goal is to strengthen their loyalty to Jesus Christ in experience, knowledge, and community.
- **Building Families:** God established family and it remains the primary means to reveal his glory and impact cultures. Our heart is to welcome and strengthen all families, celebrating singleness, honoring marriage, and prioritizing children.
- **Building Friends:** We were created to belong, not just believe. Our hope is to provide a culture where existing friendships are strengthened, new relationships are formed, and a sense of community and belonging is experienced.

Our Purpose: To Be a Church Where People Are Accepted and Loved, Valued and Welcomed (Why We Do What We Do)

People matter... all people... without exception. God's love collapses prejudice, bias, and the things that often divide and separate. Christ's Chapel welcomes the hurting

and struggling as openly as those with wholeness and stability... genuinely celebrating everyone as a person of value.

Our Core Values: This Is Who We Are

'Core Values' reflect character. Although readily admitting our efforts fall short of our goals at times, our heart is to live honorably, treating everyone with respect, defining who we are by how we live within our church and community.

1. Connection: Community Requires Intentionality
2. Discipleship: Becoming and Making Christ Followers is Priority
3. Faithful: You Can Depend on Us

4. Fun: Let's Enjoy Life and Laugh Often
5. Generous: We Aim to be Givers More Than Takers
6. Genuine: What You See is Who We Are

7. Hard Working: Faith Without Works is Dead
8. Honest: We Promise to Always Tell the Truth
9. Kind: Our Hope is to Always Show We Care

10. Loving: The Great Commandment (Mark 12:30-31) is Celebrated
11. Loyal: Everyone Needs Friends that Remains Friends
12. Prayerful: We Love Enough to Present Your Needs and Concerns to God

13. Safe: Creating a Secure Environment for Adults and Children at Every Gathering
14. Self-Evaluation: Our Goal is to Always Improve Who We Are and What We Do
15. Serving: We Discover Our Ministry Gifts by Investing in Others

TEAM RESPONSIBILITIES

There are several positions that make up our Hospitality Team. They included...

- Coffee Bar Attendant
- Education Wing Foyer Host
- Foyer Host #1
- Foyer Host #2
- Front Door Greeter
- Golf Cart Driver
- Head Usher
- Mom's Room Door Attendant
- Newsletter/Sanctuary Entrance Greeter
- Parking Lot Attendant
- Safety Team
- Sanctuary Host
- Ushers

As part of our Hospitality Team (Front Door Greeter, Coffee Bar Attendant, Foyer Host Positions #1 & #2, Newsletters/ Sanctuary Entrance Greeter, Educational Wing Foyer Host, Parking Lot Attendant, Golf Cart, Ushers, Head Usher, Safety).

As a general rule we encourage you to actively look for newcomers, introduce yourself, and ask if you can show them around or answer any questions they might have. We've found that guests really appreciate this when visiting a church. You can offer them complimentary coffee, show them the kids classrooms, and help them to an Usher in the Main Worship Center to find seats.

The Hospitality Team helps create a warm and inviting atmosphere as individuals and families enter the church. Providing a smile and a handshake, with a sincere "Welcome to Church!", Hospitality Team members show guests that Christ's Chapel cares about them and we're glad they're here!

We believe that the Hospitality Team members are conduits for the life changing power of God. They are one of the first encounters guests have with our church members, so a friendly face says a lot! Researchers have discovered that church guests decide within 10-12 minutes of entering a church campus if they will ever return. It is our responsibility to provide a friendly and welcoming experience that begins the moment they arrive.

Treat every member of your team with respect. If there is a problem, inform your Team Leader immediately.

Psalm 84:10 "Better is one day in your courts than a thousand elsewhere; I would rather be a doorkeeper in the house of my God than dwell in the tents of the wicked."

Overview: Most church growth experts say that guests determine in the first 10 minutes from arriving on campus if they will return a second time. Additionally, considering the clear power of first impressions and the positive impact connected to kindness and basic courtesy, our foyer and sanctuary volunteers are invaluable in what they provide for each of our three weekend services, including our mid-week activities.

The primary purpose of our Hospitality ministry is threefold, (1) to welcome and assist every person that attends our worship gatherings, (2) to functionally serve the pastor by combining people skills with basic service responsibilities, and (3) to provide a safe, comfortable, and distraction free environment for our church attendees. Thank you, for all you do!

A Checklist Worth Considering...

- The Power of a Smile... Kindness... Handshakes... and Eye Contact
- The Value of our Guest and Regular Attendees
- The Transition from Foyer to Sanctuary Should Be Seamless but Intentional
- Safety is More Than Physical Protection
- The Details Are Important (Welcoming / Seating / Registration Books / Communion)
- Be Familiar with Our Church Vision

DRESS CODE

We ask that you dress casual and modest. Remember, to many people you are the first impression of Christ's Chapel so please be sensitive to your appearance!

TIMELINE

1. PRE-SERVICE: Arrive for Pre-Service Meeting (Saturday at 5:50 PM in the SM1, Sunday 8:30 PM in SM1, 2nd Service 10:10 AM at Welcome Desk)

2. IN POSITION: All volunteers in assigned locations (Saturday by 6:00 PM, Sunday 8:45 AM, 10:20 AM).
3. DISMISSED FROM POST: On Saturday at 6:50 PM, at 9:20 AM for Sunday First Service and at 11:55 AM for Sunday Second Service – Majority of team goes into service, some volunteers stay in lobby areas (we rotate this responsibility). Always check in with your Team Leader before leaving your post.

FAITHFUL ATTENDANCE IN SERVING

Be faithful with your attendance, and notify your Team Leader if you are going to be absent.

CONTINUED TRAINING

Our Team Leaders will continue to work with you to provide additional training and information as you serve over the coming weeks, but do not hesitate to ask questions or voice any concerns you may have along the way. Your Team Leader will pair you during your first two times of serving with a seasoned volunteer that can continue to help you learn how to best serve. **We recommend that you serve at least twice under a 'Seasoned Volunteer' in the same consistent position, before you are scheduled to serve in that position on your own.** Your Team Leaders will be your primary contact, but our office is always open as well. Please contact us either by phone 859.371.3787 or email serve@christschapel.net

This is a general guide for volunteering with this team. Please keep in mind that policies and procedures may change from time to time. Your Team Leaders will keep you informed of any updates and/or changes.

PARKING LOT TEAM

The Parking Team creates the first impression of our church. For that reason it is extremely important that we make a great impression on our guests! It is our responsibility not only to get all our guests parked safely, but also to provide a friendly and welcoming experience that begins the moment they arrive.

Be watchful for any opportunity to serve our guests, even if that means leaving your "post." Take ownership of your area. Be proactive, pick up trash, report problems, ask

questions and provide feedback. Dress, act and talk in a way that reflects appropriate respect for Christ's Chapel and our guests.

Below is a map of the property to help you, help others navigate the parking lot.



Parking Lot Attendant

Being available from about 6:10 - 6:45 PM on Saturday evenings and 10:15 - 10:45 AM on Sunday mornings. You are primarily here to insure folks get into church safely and as quickly as possible by directing drivers to available parking spots. There are people walking, kids running and golf carts moving as many cars are arriving in the space of 30 minutes. Be visible. Wear an orange vest and insure no speeding. Let any motorcyclists know they have their own specially designed parking areas. Assist any disabled drivers to their designated parking areas. If there are not official places left, please direct them to use the first time visitors parking.

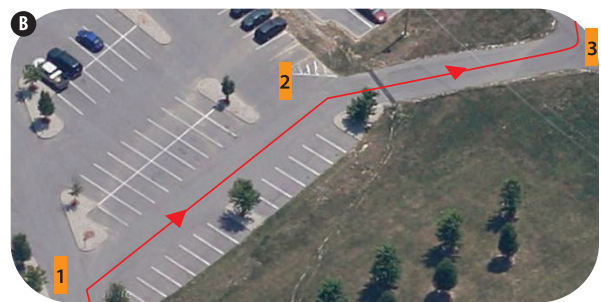
Be friendly! Smile and greet guests when they get out of their vehicles or are walking by. "Hello folks- Welcome to church! Have a blessed day" etc.

The last 10 minutes before service begins is the especially busy time. During this time there are a lot of drivers rushing to get to church on time or running late. As a result some are stressed or in a big hurry. You can help them!

This is a Team. The Parking Lot Crew runs the best with more than one Parking Lot Attendant. First person stands at the Parking Lot entrance and gives direction. Second person gives additional direction. The third person is right next to the area with available spaces guiding the driver in.

This allows the drivers to follow one another and eases their need to drive all over the parking lot looking for an open spot. It usually happens in two main parking areas, A and B, shown below.

A. Parking folks in the First Time visitor parking in the last 5-10 mins before church as well as the adjacent area - along the daycare side, one after the other.
B. Once the main parking area is full then move to direct traffic up to the overflow lot beside the shelter & then extra parking on the grass if needed.



Golf Cart Driver

The golf cart driver, much like the Parking Lot Attendants is often the first impression most of our guests have of our church. We ask that you take every opportunity to serve, assist and welcome guests as they exit their vehicles. Particularly watch for those that park in the first time visitor spots (as indicated on the map), as well as those who are elderly or handicap. Secondly, watch for single moms, grandmas, or families with multiple babies or children. They typically love the opportunity to ride on the golf cart to the front door. We ask that you are mindful to not speed or smoke while working the golf cart. If you are picking up a guest and they are smoking, take the opportunity to tell them about our smoking area located to the left of the Front Doors.

The golf cart is always kept plugged in and charging in the back of the building near the dumpsters. Your Team Leader can direct you on where to find the keys to them, how to get them out and how/when to put them away.

WELCOME TEAM POSITIONS

Although the tasks that you will do each week might change slightly, the heart of what we do will never change. Look for ways to make someone's day by being kind and helpful whenever the opportunity arises.

Below is a map of our facility to help assist you in helping others find their way.



Front Door Greeter (Positioned at the ★ Front Entrance of Christ's Chapel)

As people approach the church entrance, open the doors for them, welcome them, and shake their hands.

Please do not prop open the outside doors, as this causes a safety hazard for small children to exit the building unattended by an adult.

Open doors as people approach and then close them. This will help keep the lobby areas from getting too hot or too cold during the summer and winter months.

During rainy services, work with our parking teams to hand out umbrellas, and help anyone who is being dropped off get into the building quickly.

Foyer Host (Position ★ #1 and Position ★ #2)

Position #1 (Positioned in the Foyer in Front of the Welcome Desk): Stand just inside the front door and welcome people as they enter. Be friendly, look for guests that are new to church, and see if you can help them in any way.

Position #2 (Positioned in the Main Foyer to Accommodate Newer Guests): Assist guests and families in finding the Children's Check-In Stations. If parents don't know where the classes are, walk them to their kids' classrooms.

Walk around and mingle with people, start conversations, show them around, offer them complimentary coffee, and **have fun!**

Coffee Bar Attendant (Serve Behind ★★ the Foyer Coffee Bar)

This position is high energy. If you love to engage and interact with people you will love serving behind the coffee bar! You will need to learn the details of how to operate the coffee machine (instructions located to the left of the machine, if you forget.) We love to serve, our heart is to serve, so as much as possible we encourage the Coffee Bar Attendants to pour and serve the coffee to our guests. The exception to this would be if we are under staffed with volunteers, in which case you would prepare the coffee and set it out in a self serve manner.

The coffee bar is often the first place that a guest will visit. They will get coffee while they decide what their next move will be or while they try to determine which direction they are supposed to go. Watch for unfamiliar faces, engage with those who seem lost or not talking very much. Encourage them to visit the Welcome Home desk to learn more about our church. Your connection with them may be the first real connection moment they have.

Newsletter/ Sanctuary Entrance Greeter (Positioned ★ Near Foyer Piano)

Stand just outside the main worship center doors, welcome people as they enter and offer them a newsletter. Be friendly, look for guests that are new to church, and see if you can help them in any way.

Educational Wing Foyer Host (Positioned at ★ Nursery/ Kids Check-In Area)

The priority of this position is to bring calm to chaos, assisting families checking in their kids (Nursery & Kid's Church) and to comfort those feeling unsure about a new place. It is appropriate for this person to walk a child (along with parents asked) to kid's church.

Sanctuary Host (Positioned in ★ the Sanctuary)

This person is to personally welcome as many as possible that are already seated in the sanctuary prior to service.

Mom's Room Door Attendant (Positioned at the ★ Entrance of the Mom's Room inside the Sanctuary)

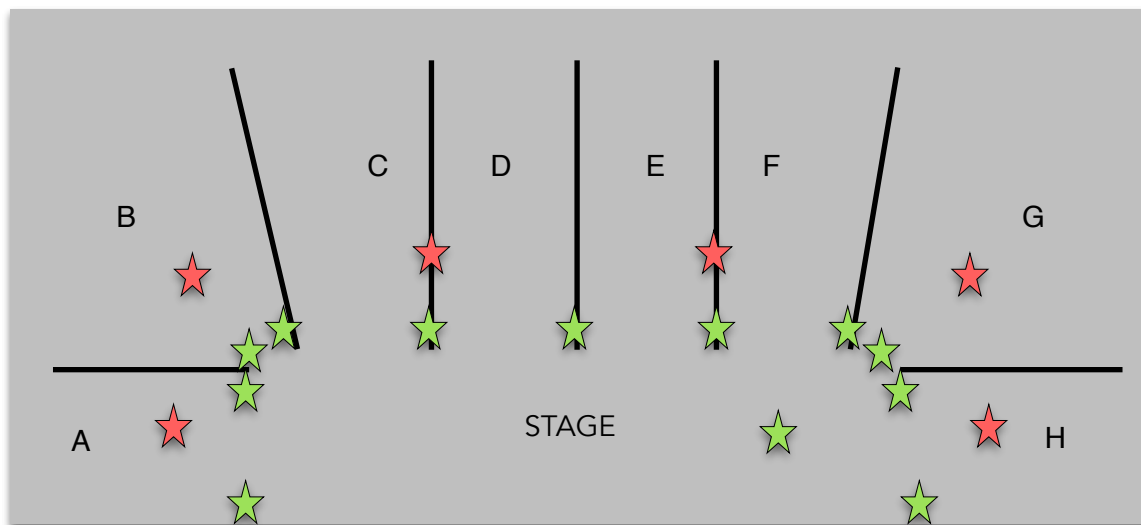
Our 'Mom's Room' is for ladies with a child that needs attention or comfort during services, often for nursing. The 'Attendant' assigned to this position works alongside pastoral leadership with specific instructions to best serve our church families.

GUEST SERVICES TEAM

We are dedicated to helping everyone enjoy the best Christ's Chapel experience possible. Each team member is a vital part of helping us reach that goal. Our service teams partner with our church family who are investing in relationships and inviting their neighbors, relatives, and co-workers to Christ's Chapel. As they agree to visit Christ's Chapel, maybe just once, they are entrusting us with this relationship. We believe that experience can be powerful! It has the potential to answer questions, bring hope, and ultimately turn hearts toward God.

You will be responsible for a specific section each service. Every position is unique and has very important duties. We know that certain people enjoy different positions, but it is important that we all work together no matter what position we are assigned on a given week. Every position is important and impacts our guests. Sessions are outlined below.

Main Worship Center Map (Also Referred to as Sanctuary)



Usher Position (12 ★ Ushers for Communion Weekends /

6 ★ Ushers Non-Communion Weekends)

One of the most important interactions we have with our guests is when they enter the worship center. This brief encounter may set the whole mood for their worship experience. Please take this time seriously. Stay focused on serving our guests. Be aware of your words and body language. Smile, shake hands and verbally welcome as many people individually as possible.

Be aware of the people you interact with. Actively look for people that may be visitors. If you have the opportunity, serve visitors by offering your help in finding a seat or answering questions. One of the best ways to communicate our heart quickly to a visitor is to tell them "My name is _____, if you need anything, I'll be right around here. Please let me know what I can do to help you!" Simply

noticing a visitor will help them to feel the Love of God in a big church environment.

Also, try to remember people you may have seen before. It might be the most encouraging thing to someone that you remember seeing him/her in weeks past. If you see someone on an ongoing basis, introduce yourself. "Hi, my name is _____, I've seen you around a few times. It's nice to actually meet you!" There is an incredible impact that recognition has on people.

Our goal is to have a strong, but discreet presence in the main sanctuary. So, please talk quietly once service has started. If it is necessary to talk on your radio or directly to another Usher, do so quietly and out of sight if at all possible!

If there are plenty of open seats, it is not necessary to direct them to a seat, unless they look lost. Simply welcome them and let them choose a seat.

Be sensitive to our guests as you usher. You never know what problems people are having. Smile, greet them, and assist them any way you can. As you serve them, you help set the stage for God to move in their lives. Never let ushering become just a "job" you do at the church. Always remember that we are here to minister to people.

Our desire is to see people's lives changed by the power of God. Come to church prayed up and ready to serve and see God move in people's lives.

Create a warm and friendly atmosphere, demonstrating that even though Christ's Chapel is a large church, we are made up of individual families and people. Serve with a huge smile! This often sends the biggest message out of everything you do.

During the service it will be the duty of the Ushers, led by the Head Usher to pass out our Registration Books, (as directed by a Staff Person or Pastor from the stage) these will be set out at the back of each section for you. Once the books are passed out the Ushers will remain in the back of their section. At the point that the Staff Person or Pastor calls them forward again to pass out our offering buckets, each usher will pick back up the registration books as they pass out the offering buckets. All buckets are to be brought to the Head Usher in the Usher's Room as we finalize receiving our offering.

An additional duty of an Usher is to pass out communion as led by the Head Usher. This happens monthly on the first weekend of every month.

CONTINUED TRAINING

Our Head Ushers will continue to work with you to provide additional training and information as you serve over the coming weeks, but do not hesitate to ask questions or voice any concerns you may have along the way. **We recommend that you serve at least twice under a 'Seasoned Usher', before you are scheduled to serve as an Usher on your own.** Your Head Usher will be your primary contact, but our office is always open as well. Please contact us either by phone at (859) 371-3787 or email serve@christschapel.net.

Head Usher

Head Ushers are some of the most visible representatives of our church. Head Ushers are seen by more people than nearly any other ministry. Because of this, Head Ushers must come to church prepared to work and serve with the best attitude possible; living an honorable and faithful life for Christ.

It is the further responsibility of the Head Usher to lead the other Ushers in how to serve communion to our church family. Communion happens on the first weekend of every month and will be prepared in advance for the Usher Team.

In addition, the Head Usher should obtain a head count number during each service and write down this information on the appropriate clipboard, located in the Usher's Room.

It is the duty of the Head Usher to work with the Safety/Security Team as needed in the event of an accident or conflict during a church service.

SAFETY TEAM

The purpose of the Safety Team at Christ's Chapel is to ensure Our Core Value #3. "That people might feel safe in our facility."

The Safety Team works in close connection with the Church Administrator Care and Serve Director, and Facility Manager to ensure the building is safe and secure for our children during service. A checklist is to be followed as well as a service report that would communicate any potential issues or areas of concern.

The Safety Team Leader will direct and guide as well as team those on the team on how to maintain composure and calm when conflicts arise. **Calmness can lay great**

errors to rest. Those on this team are encouraged to communicate clearly with others in a way that always reflects the love of God to those they interact with.

Each team member is expected to schedule a time to review with their Team Leader our Christ's Chapel Evacuation Plan, to be well equipped in a state of emergency on how to direction and help people to exit the building and/or take cover.

CONTINUED TRAINING

Our Safety Team Leader will continue to work with you to provide additional training and information as you serve over the coming weeks, but do not hesitate to ask questions or voice any concerns you may have along the way. **We recommend that you serve at least twice under a 'Seasoned Safety Team Member', before you are scheduled to serve as a Team Member on your own.** Your Team Leader will be your primary contact, but our office is always open as well. Please contact us either by phone at (859) 371-3787 or email serve@christschapel.net.