**AUDITORIUM TEAM BEST PRACTICES**

GE Vision: To create an experience where every guest feels welcomed, valued, and seen and to help them take their next step towards Jesus.

**As an Auditorium Team Member, you own the responsibility of creating an environment where every guest feels welcomed, valued, and seen within the auditorium space. An auditorium can be an intimidating place for a guest to enter, especially if they’ve never been to one of our campuses before. You own the responsibility of caring for our guests and helping them feel safe in that space.**

* Set the tone for the guest as they come in by offering a smile and a phrase like, “We are so glad that you’re here!”
* Be initiators of interactions before service starts. If you see someone sitting alone, feel free to initiate a conversation with them to help them feel welcomed.
* If you see guests with accessibility issues, make sure to assist them as best as you can. Always ask if you can get them anything if they’re not able to get it themselves (coffee, water, etc.).
* As guests enter a row, ask them to move towards the center to keep the aisle seats open.
* Once it’s dark in the auditorium, make sure to walk the aisles and see where space is still available. This will be important at the beginning of our Easter services, as the lighting will be dark.
* Always walk guests to the row that you have seats for them. Never point them in the general direction!
* Remain in position until the beginning of the message.
* **We will be doing a survey before Aaron’s message and there will be buckets beside each row in the Auditorium. After service, please gather all buckets, take all completed surveys out, and replenish with additional surveys that will be in room 302. Replace buckets in the same spot you took them from before leaving.**