

## FACEBOOK COMMUNITY TEAM | TPO GUEST EXPERIENCE TEAM

- The Facebook Community Team members help build community and create a welcoming environment within the Traders Point Online Facebook Group. <https://www.facebook.com/groups/tpcconline>
- The Facebook Community Team welcomes new group members, answers questions about Traders Point, fosters engagement within the group, joins live events, prays for group members, and leads digital meetups.
- Facebook Community Team members are warm and friendly and genuinely love people. Their goal is to make all guests feel welcome and at home at Traders Point.
- Facebook Community Team members display a joyful attitude, and they show love and grace to everyone that engages in the TPO Facebook Group.
- The Facebook Community Team has five specific roles:
  - *Welcome Team* – The Welcome Team does just that! They welcome new group members with a personal greeting!
  - *Info Central Team* – The Info Central Team member is someone who is knowledgeable about Traders Point, posts upcoming event information, and answers specific questions posted in the group. They are a student of the TPCC Website and can easily find answers to questions, post links, and point guests in the right direction.
  - *Community Team* – The Community Team creates posts, comments on posts, gets to know other group members, participates in Facebook live events, fosters engagement within the group, and prays for group members.
  - *Midweek Meetup Host* – The Midweek Meetup Host is a person who enjoys meeting new people and likes to lead others. This host facilitates a digital meetup with other Facebook Group members. Meetup topics vary and are based on the leader's preference.
  - *Administrative Support* – The Administrative Support team member prefers to serve behind the scenes in a support role. This role helps our Guest Experience Team with tracking and logging data, scheduling, and weekly tasks.