

GUEST EXPERIENCE

INFO CENTRAL TEAM

- Our goal is to make a first-time guest become a second-time attendee. It's okay if you do not get their info the first time. Please gauge how comfortable they are in sharing information.
- Your authentic, warm inviting spirit shows the genuine love of Jesus to all who come. You set the table for the guest's experience by engaging them in a relational way.
- Initiate and create intentional conversations/assist the guest by showing them where and how to get connected, then actually connect them. Be sure to gather their information on the Info Central cards and place the card in the black ballot box.
- Know upcoming information: be a student of our website to stay informed about upcoming events and know where things are located such as our beliefs, values, and Growth Track.
- You are the face of TPCC! How you interact and what you say to guests should always be positive. If you have a concern or question, speak to your team leader, coach or a staff member in private.
- Our Info Central team stands in front of the tables and spreads out, making sure to avoid conversations with each other and be ready to interact with guests.
- The Info Central team is often informing our guests about Growth Track.