**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.**

**COFFEE TEAM BEST PRACTICES**

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**Serving coffee isn’t about keeping our guests awake during the message. Coffee provides a sense of commonality, it serves as a cup of comfort or confidence, and the coffee bar provides the most natural place for conversation with a guest. Here are some best practices for serving on the Coffee Team.**

* Focus on the Guest in front of you- make direct eye contact, let them know you SEE them and that they are the most important person in that moment.
* If a line for coffee forms, one Team Member should step out from behind the counter, hand guests in line a cup, and engage in conversation while the guests are waiting.
* Stand in the lobby outside of the kitchen if you’re not grabbing supplies from the back! This gives you a much better opportunity to interact with guests. While a huge part of your role is keeping the coffee line moving, people are the reason we serve coffee!!
* Be mindful of spills, keeping the area clean, the coffee condiments stocked and the coffee flowing.
* After serving at the last gathering of the day, rinse all coffee carafes and leave them upside down to dry in the kitchen. Put away all coffee condiments and make sure the coffee bar is wiped down before leaving.

**GREETER 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.

**Greeters provide such a valuable ministry to our campuses. You the greeter will be the first person the guest or visitor will see face to face, and in some cases their first glimpse of Jesus Christ. Here are some best practices for greeters to make a great impact on our guests.**

Greeters All Positions

* Look for opportunities to create “Wow” moments for guests.
* Greet each guest appropriately with enthusiasm and joy.
* Use the 10-5 rule. When a guest is 10 feet away, make eye contact and smile. When they are 5 feet away, greet them verbally.
* Be on the lookout for first-time guests. New guests may:
  + Look lost or confused.
  + Arrive very early or late for the service time
* Engage with each guest, including those in seating areas. Use phrases like:
  + “How long have you been coming to Traders Point?”
  + “Is there anything I can help you find?”
* Assist new guests by familiarizing them with our building. Instead of pointing, always walk with guests to their location.

After the Service

* While the message is closing in payer, return to the position that you were in prior to the service beginning.
* **\* As guests are exiting service, hand each of them an invite to our next sermon series and make sure to invite them back to another service. This is an important addition for our Easter Services, so please be aware that we will need all Greeters to help with this post-service. \***

**PARKING 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.

**Data shows we have seven minutes to make a positive first impression on our guests. Making a positive impact, in the first seven minutes, rests on the shoulders of Guest Experience, beginning with our Parking Team. The Parking Team helps to create an experience where every person who pulls into our church**

* Body language is key for this position. Be sure to smile and wave as people enter the campus along with using the batons to direct people where to park. The sermon truly begins in the parking lot.
* Even in inclement weather, the Parking Team makes a statement that we will welcome you no matter what. Dress for the weather. We do have hats, gloves, ponchos and umbrellas. If there is lightning, come back to the building for shelter.
* Safety is a huge priority. Please wear a radio, a safety vest, and carry a baton when serving in the parking lot. Radio should be on channel 1. Alert our safety team if you notice anything suspicious or if there is an accident of any kind.
* Because the Parking Team is the last impression, please return to your position when the last song begins. It is very important to be intentional in your smile and joyful as guests leave our church home. Wave goodbye, thank them for coming, and invite them back.

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**Support/Special Element Team Info**

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

Thank you so much for signing up to serve on this team! You will work closely with the Guest Experience Director to accomplish duties that may include:

* + Guest survey preparation, collection, and sorting
  + Invitation magnet sorting and preparation
  + Offering to take photos of guests in the lobby
  + Greeting guests
  + Standing in on another team if a hole is identified
  + Overflow seating preparation
  + Other duties as assigned

The Guest Experience Director or Coach will provide you more information upon your arrival at huddle.