

GUEST SERVICES

Serving Team Training Manual

Celebration
CHURCH

GUEST SERVICE TRAINING MANUAL

"When God's people are in need, be ready to help them. Always be eager to practice hospitality."
- Romans 12:13 (NLT)

Win: To create an environment where guests can connect with people and life at Celebration Church.

"Five Star" Ministry Values

- Continuously seek opportunities to innovate and improve the Celebration Experience.
- Anticipate and fulfill the needs of each guest.
- Take ownership and immediately resolve guest needs or problems.
- Take responsibility for uncompromising levels of cleanliness and creating a safe environment.

Note: Our ministry values must remain consistent with the values of Celebration Church. Celebration is a God-First church (foundational value) that embodies an Accepting Atmosphere (cultural value) with Relevant Environments (expressional value).

Team Member Requirements

- Membership Orientation
- On Ramp/The Pulse
- Guest Service team training

ROLES/DESCRIPTIONS

Team Coordinator

- Love and pray for team members
- Communicate timely info about church groups, events, and activities on regular basis
- Work with Team Leaders to develop strategic staffing schedule to match Celebration Church values
- Work with Team Leaders to train team members
- Collaborate and work with Serving Team Director and Coordinators on regular basis
- Secure name tag for each serving team member
- Provide appreciation and recognition for team members and leaders

Team Leader

- Coordinates team in a specific geographic area or service time
- Ensure key areas are staffed strategically to match Celebration Church values
- Communicates regularly and prays with team
- Serves as “eyes and ears” for Team Coordinator and Service Director
- Collaborates with Service Director and other Serving Team Coordinators as appropriate to ensure quality guest experience
- Assist Team Coordinator to train team members on regular basis

Team Member*

Front Doors

- Smile and welcome guests entering front doors
- Shake hands as appropriate
- Time commitment – Entire service (at least one person during service)

Sanctuary Doors

- Smile and welcome guests
- Shake hands as appropriate
- Distribute communication pieces as needed
- Direct traffic flow before and after service
- Open/shut doors for guests (Midtown - Annex)
- Time commitment – Entire service (at least one person during service)

Multi-Zone

- Presence the lobby and foyer area
- Proactively look for first-time visitors and assist them as appropriate
- Be available to meet guest needs, answer questions, and escort guests where needed
- Time commitment – 45 minutes prior and 15 minutes immediately following service. At least one person in position during service.

Resource Center

- Facilitate sales of church product and resources
- Facilitate sign ups for church events, water baptism, and baby dedications
- Become knowledgeable about product and sales processes
- Specialized training provided by staff
- Time commitment – Entire service (at least 1 person during service)

Information Center

- Facilitate first-time visitors and guest connection
- Collect Connection Cards and distribute free sermon copy to first-time guests
- Facilitate sign ups for church events, water baptism, and baby dedications
- Answer guest questions, distribute communication pieces, and direct guests as appropriate
- Time commitment – Entire service (at least 1 person during service)

*** Team member position availability is subject to each campus.**

KEY QUALITIES OF GUEST SERVICE TEAM

- Be outward and friendly.
- Be informed about church activities, events, and people.
- Learn and serve according to vision/values of Celebration Church.
- Look neat and dress appropriately. (no revealing/inappropriate words on clothing please)
- Be punctual. If lateness persists, team member status will be reevaluated.
- Support your church leaders. Please do not gossip.
- Be a team recruiter and multiply yourself.

GUEST SERVICE TIPS

- Look for the “Deer in the Headlights” look for first-time visitors.
- Be mindful of body language.
- Lean toward people – shows you accept them.
- Smile – shows you are excited they are here.
- Make eye contact – your attention is focused on the person in front of you.
- Escort people where they need to go. (no pointing)
- Be relaxed in conversation.
- Use breath mints as appropriate.

TEAM COMMITMENT

- All team members should be in position at least 45 minutes prior to service.
- All team members should serve at least twice a month.
- Team members should serve during one service and participate in another
- Check in to Volunteer Central one-hour before service for team announcements and prayer