

In Student Ministries, we are empowered by God to reach others for Christ by helping students become lifelong followers of Him. We do this best by focusing on two wins:

- Creating engaging experiences
- Building transformational relationships.

Every Wednesday is someone's first Wednesday. We strive to create a personal experience for each student that walks into our campuses every week. Guest Experience volunteers create an amazing student experience by engaging with students, so they feel welcome, valued and seen. You will play a vital role in accomplishing our two wins by creating an engaging experience and setting up students to enter into transformational relationships with God and others.

Here's how we do it:

### Before

- Read weekly communications from your leader prior to student services.
- Check in, wear your nametag, attend huddles, and ongoing training meetings.
- Communicate Scheduling conflicts with your team leads and manage your schedule on [My.eaglebrookchurch.com](http://My.eaglebrookchurch.com).
- Be familiar with the campus, the schedule, check in process, and new student in order to efficiently answer questions and concerns.
- Be on time and ready to greet students at your designated doors.

### During

- Be present, guest-focused, and ready to assist students.
- Come dressed ready to serve (welcoming, appropriate, and weather appropriate). Avoid politically motivated or costume attire. (Costume attire is encouraged for parties or special events.)
- Greet each student with approachable posture, eye contact, smiles. Direct students to check in upon arrival.
- Greet each guest personally by opening and closing the outer doors as they arrive and depart, rather than propping the doors open.
- Identify if special assistance is needed and find a leader if necessary.
- Proactively seek out and welcome new students, parents, and guests by introducing yourself, conversing with them on the way to check in, answering any questions they have, and handing them off to check-in volunteers or a leader.

### After

- Help with post-service tasks by managing decision tables for students, facilitating connections between new students and small groups, and distributing handouts.
- Return nametag to designated location.
- Celebrate – share stories of impact.
- Assess and share feedback with your team and team lead.