



# Volunteer Starter Guide

Guest Experience

Name:

Date:



# Welcome!

We're so excited to have you join the Guest Experience team and be part of what God is doing through Eagle Brook Church. Thank you for your willingness to help create a warm, welcoming, and inviting experience for our guests. This goes beyond holding a door or finding someone a seat. Authentic interactions and intentional environments help each guest we serve feel known and valued. As a part of the Guest Experience team, you are creating experiences where life change happens!

We hope you love serving as you see the impact your role has on our mission to reach people for Christ. And we can't wait for you to make connections with guests and develop relationships with your serving team!

In this guide, you'll find some tools and information that will help get you started. We'll be with you every step of the way, encouraging you, equipping you, and praying for you!

With Gratitude,  
The Guest Experience Team

# Our Mission and Purpose

In Guest Experience, everything we do is designed to support our church’s mission to reach people for Christ. The best way we create more lifelong followers of Jesus is by focusing on two wins:

**Creating Engaging Experiences**

**Building Transformational Relationships**

## 1. Creating Engaging Experiences

Every weekend someone is trying or retrying church for the first time. We strive to create engaging “streets to seat” experiences where people feel comfortable, welcome, and open to hearing the message that God has for them. We get to set the tone for their church experience!

When you help remove barriers that might traditionally stand in the way of people connecting with God, they want to attend again—and invite their family, friends, and neighbors! We want everyone who comes through our doors—no matter who they are or where they’ve been—to feel welcome here.

Therefore, it is my judgment that we do not trouble and make it difficult for those who are turning to God.

Acts 15:19

**What was your first impression of Eagle Brook?**

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**What does “creating engaging experiences” look like in action?**

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I’ve learned that people will forget what you said,  
people will forget what you did, but people will never  
forget how you made them feel.

Maya Angelou

## 2. Building Transformational Relationships

Our hope for each guest is that they will connect with God and ultimately experience transformation. When you create an engaging, welcoming experience for guests, they tend to have an easier time feeling at ease entering into a time of worship and ready to hear God's message for them.

We strive to interact with each guest in a way that shows them how much they matter to us. When people feel known by us and connected to God, we believe they'll be more open to taking steps toward growing in their faith through our five values. We offer such opportunities for transformation by seeking meaningful connections with guests and pointing them to resources connected to those values.

He who began a good work in you will carry it on to completion until the day of Christ Jesus.

Philippians 1:6

**What are the five values that we focus on at Eagle Brook Church?**

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**What are some resources that are available that connect to those values?**

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The possibility of transformation is the essence of hope.

John Ortberg

# Environments

People of all ages, backgrounds, and past experiences with church come to Eagle Brook, and we want to help them take next steps toward a relationship with Jesus by creating an inviting and engaging experience across all our environments.

The following are the main environments we influence in Guest Experience, street to seat:

**Parking Lot / Outdoor Spaces**

**Entrances—to the Building and the Auditorium**

**Lobby / Kids Check-In / Next Steps Space**

**Auditorium**

**Café/Retail**

**Volunteer Central**

We are the first people they see when they arrive and the last people they see when they leave, so the impression we make is often what someone uses to evaluate our church. It's up to **you** to make it a great experience!

Every weekend people walk onto our campus and determine whether or not they will return the following week **before** they even hear the message. Which is why the environment matters!

Andy Stanley

# Being Prepared to Serve

To best reach our wins in creating engaging experiences and building transformational relationships, we need to be well prepared. Below are specific ways you can prepare before, during, and after serving.

## Before

- Stay up-to-date on communications
  - Know your serving schedule (Head to MyEBC to confirm your serving schedule and fill openings when others can't make it)
  - Know your campus (location of all kids and adult spaces, resources, and restrooms)
  - Dress in a way that's appropriate for your role, allowing you to fulfill all of your tasks
  - Check in and attend All-Volunteer Huddle
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**During** (See specific Guest Experience roles on the following page for more information)

## Prepare

- Team huddle - Be aware of any special events that day/service
- Be in position, with name tag on, at least 30 minutes before the service begins
- Make sure you have everything your environment needs to serve guests well
- Ask yourself, "What does the environment feel like? Is there anything I could change to make it more inviting, welcoming, or comfortable? Is there anything around me that could distract or disrupt the guest experience?"

## Engage

- See and serve the needs of each guest in an exceptional way
  - Always walk guests to their desired location rather than pointing
  - Be "guest focused" by limiting personal conversations with friends and other volunteers, and limiting use of your phone until you are finished serving
  - Please refrain from eating, drinking, or chewing gum while serving
  - Watch for those who may be new, lost, or need assistance getting in/through our building
  - After the service, consistently carry out the same care and intentionality through personal connections that you made before the service
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## After

- Debrief and celebrate by sharing stories of impact and connections with your team
  - Assess and share feedback with your team
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# Guest Experience Teams

**The Parking Team** personally acknowledges, welcomes, and safely guides guests as they enter and exit our parking lot. Communicate with other team members to keep traffic flowing.

**The Greeter Team** offers a friendly greeting and welcoming smile that makes guests feel genuinely cared for and welcomed as they enter and exit our doors.

**The Lobby Host Team** proactively connects and seeks out the needs of new and returning guests, including kids and families, in a personalized way that makes them feel known, cared for, and comfortable.

**The Kids Check-In Team** creates a welcoming experience for new and returning families checking in, building assurance and excitement around what to expect.

**The Next Steps Team** provides an approachable and engaging environment for guests to ask questions, get information, and seek out their best next steps.

**The Auditorium Host Team** proactively welcomes and assists guests in finding a seat that makes them feel acknowledged, comfortable, and ready to take in the service.

**The Volunteer Central Team** hosts a social environment where volunteers can get refreshments and connect with other volunteers.



# Resources

	NAME	BEST WAY TO CONTACT
<b>Team Lead</b>		
<b>Director</b>		
<b>Pastor of Guest Experience</b>		
<b>What should I do if I can't make it to serve the day of?</b>		
<b>What should I do if I can't make it and know in advance?</b>		
<b>What should I do in case of an emergency or injury?</b>	<p>Tell the nearest staff person as soon as possible. They know who's trained in CPR/First Aid, and, if needed, can call 911 and give the accurate address and directions.</p> <p><i>For your awareness, all Eagle Brook locations have automated external defibrillators (heart starters). You aren't expected to know how to use one, but it's a good idea to at least ask staff where the closest one is to your serving area, just so you know.</i></p>	
<b>How will I know if we are cancelling services due to inclement weather?</b>	<p>Check the Eagle Brook website or any Eagle Brook social media sites to find out if we are cancelling services or not.</p>	



# Sites to Bookmark

## Eagle Brook Volunteer Site

Need training? Can't find your serving calendar? Inclement weather? Find more information here.

[eaglebrookchurch.com/volunteers](http://eaglebrookchurch.com/volunteers)

## MyEBC

Ensure your contact info is up-to-date to stay connected and use it to view your schedule and connect with your team.

[myebc.ccbchurch.com/login.php](http://myebc.ccbchurch.com/login.php)

**Username:**

**Password:**

## Eagle Brook App

The app is the best place to stay connected beyond the weekend. You can catch up on message series for kids, students, and the weekend, find great Bible reading plans and growth resources, and engage with weekend extras. The app is available on all major mobile platforms including iOS and Android.

[eaglebrookchurch.com/app](http://eaglebrookchurch.com/app)

## RightNow Media

Think of it as the Netflix of spiritual growth! It's full of videos and Bible studies to make growing in your faith easier.

[eaglebrookchurch.com/rightnowmedia](http://eaglebrookchurch.com/rightnowmedia)



# Congrats!

Starting something new can be intimidating, but you did it—and we're so grateful! Eagle Brook encourages everyone to grow in our five values. Serving can help us grow in these values to become people who:

**Follow Jesus**

**Spend Time with God**

**Connect in Community**

**Serve Others**

**Live Generously**

Your input and ideas are welcome, as are any questions you may have as you learn more about the ministry in which you serve. Thank you for serving others and being so generous with your time!



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