

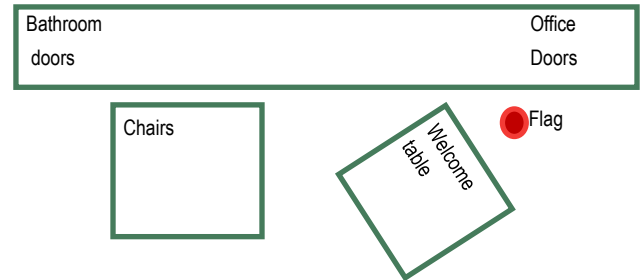
Welcome Host Instructions

(Revised January 2018)



Role

To greet visitors who are seeking information about our church. Your job is to help visitors feel comfortable, answer questions, and equip guests with information that will help them know whether our church is a good match for their household.



Two Shifts

9:00 Worship (Early) Shift: 8:40-9:05, 10:00-10:20

10:30 Worship (Later) Shift: 10:10-10:35, 11:30-11:50

Set-Up for Early Shift

- Bring out basket of gift bags from the cabinets in the Coffee Counter.
- Bring a few nametags and pen over to the Welcome table in case people want to use those.

Take-Down for Later Shift

- Put basket with gift bags back in hospitality desk.
- Leave note for Maria if we run out of any brochures.

During your Shift

- Stand next to or behind the Welcome table.
- Engage in conversation with new people using the tips for Hospitality.
- Realize: There will be Sundays you don't have anyone stop by, but it's paramount a Welcome Host is available when we do have a visitor stop. Every Sunday we have visitors, some stop by, some do not.
- In order to create a comfortable environment, feel free to engage in conversation with regulars while you are "working", but turn your attention to guests as they come up. (Research shows that people are more likely to stop by if there's activity around the area).
- Keep an eye on the Coffee Counter during coffee time, if there is a need send someone back to the kitchen.
- If you meet a new person and want to pass info along to staff, fill in log and place in office.

Coordinator

Jill Easton

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Here's what Jill does:

- Sends out a Time To Sign Up link for you to use to sign up for your shifts monthly.
- Watches Time To Sign Up to ensure all shifts are filled.
- Answers questions and addresses concerns.