

WELCOME DESK ASSISTANT GUIDELINES

The Welcome Center is a place for visitors and members to go for assistance and information on Sunday mornings.

As an attendant at the Welcome Center, please be on the lookout for new faces and greet them with a warm smile and a helpful attitude.

Welcome Center Attendant Duties pre-service

- Please be at the Welcome Center at least 15 minutes before the service
- **Welcome Visitors:** encourage them to sign the visitor book. If they are church shopping, offer them a current newsletter, located on top of the desk.
- **Provide Directions:** using the current Take Home Page and the current class map (on the counter), help visitors locate Sunday School or Bible study classes and other areas in the church.
- **Hearing Assist Devices:** Hearing assist devices and batteries are in the top drawer. Place batteries in one device and keep it on the counter so people will know we have these available.

Welcome Center Attendant Duties after the service

- **8:00 Welcome Desk Attendant**, please attend the Welcome Center for 15 minutes after the service
- **10:30 Welcome Desk Attendant**, please perform the following duties before leaving
- Collect the used hearing assist devices
- Remove the rechargeable batteries from the devices and place them in their spot in the drawer
- Wipe down any used devices with the sanitary wipes kept in the drawer.
- Return the cleaned hearing assist devices to the drawer and tidy up the countertop

Other Questions you may encounter

- **Non-alcoholic wine:** Members and guests may choose non-alcoholic cups of wine located in the center of the communion trays. Non-alcoholic wine is a pale blush color
- **Gluten-free wafers:** Some guests and members may request gluten-free wafers. Please get these individuals connected with the pastors or lay minister for the service
- **In-place communion:** Members and guests, due to physical limitations, may request that communion be brought to them. Pass these requests on to the pastors or lay ministers, as well

Items that should remain on the countertop

- Red visitor book with pen
- Legal-sized Sunday School map
- Folded copies of the current newsletter
- Box of Kleenex
- Easter Lily or Poinsettia order forms & basket display (seasonal)