



FIRST IMPRESSIONS TEAM

Guest Services Host

Creates a welcoming atmosphere, encouraging connectivity and conversation that leaves a positive and lasting impression to everyone who walks into The River Church.

First time guests often decide whether they'll attend a second time within the first ten minutes of arriving. Long before a word is preached or a song is sung, guests have formed an opinion of our church. The Guest Service's host helps shape that first impression by offering guests a warm welcome, a gift, and answering any questions they may have.

Mission:

Sustaining an atmosphere that leaves people wanting to come back and therefore moving them towards being a FULLY DEVOTED followers of JESUS CHRIST.

Why be a GUEST SERVICES HOST?

The Guest Services Host provides hospitality and connection. Hospitality embraces people with God's heart of love, creating a warm and welcoming space where people feel home, where strangers becomes friends and family. If you enjoy talking with people, answering questions and helping them get connected, this is for you!

Your role as a GUEST SERVICES HOST:

- Welcome those arriving for worship with a smile, positive attitude, and friendly hello.
- Interact with First Time guests with an over-the-top welcome, a gift and making sure we have their information for follow up
- Provide information on upcoming activities/events and works to engage people in them
- Directs guests appropriately by being familiar with the building
- Is familiar with our ministries and those in leadership roles so you are able to connect and introduce them when necessary
- Knows the protocols in handling any situations that may arise and enforcing any policies or procedures

Expectations:

- Serving commitment:
MARION CAMPUS: Serve every week or every other week for 90 days. Serve an hour, worship the other.
CHESTERTON CAMPUS: Serve 1-2 times monthly for 90 days. Remain available at the back of the worship center during service.
- Find your own replacement, when needed, via the volunteer schedule on RiverConnect.
- Engage in team huddle prior to service(s).
- Be stationed 30 minutes prior to service time.
- Review names of new people you previously met and connect with them on following Sunday's.

Next steps:

- Complete the Children's Ministry Application including a background check on The River app or website under "Next Steps."
- Once we receive your application you will be contacted by the team leader or volunteer coordinator to review scheduling.
- If this seems like a good ministry fit, you will receive training and procedures from a team leader and shadow a volunteer for at least one Sunday before serving a shift on your own.
- Not sure where you want to serve? Check out the SAY YES form on The River app or website under "Next Steps" for all serving opportunities for your campus.

Notes:

We only get one chance at a FIRST impression. Our goal is to show the love of Jesus as they walk in our doors; the accepting, graceful love of Jesus. To reach the lost we have to invite people to do life with us and experience the light of Jesus through us.

Serving is a major part of your spiritual growth and health. We can't wait for you to JUMP IN and be a part of helping people become fully devoted followers of Jesus Christ!