

TimsChurch
HOSPITALITY Training

SESSION 2 The Role of the Greeter

- **The Greeter's Job**
 - At least one standing OUTSIDE of each obvious entrance door ... come rain or shine ... at least 15 minutes before each service
 - Should have two or more outside of main doors
 - At least one outside of doors until 15 minutes after the service starts
 - Sensitive enough to discern the "lost"
 - Conversational with guests – but able to disengage
 - Hand-off the "lost" to the next level
 - Return to post 5 minutes before end of service – thanks and invites to return
- **Characteristics Needed**
 - The Big 3: Friendly, Hospitable, Smiling Attentiveness
 - Outgoing, gregarious, "never met a stranger"
- **Identifying greeters**
 - Look for those already doing it
 - Who "works" the crowd?
 - The problem with rotating greeters - Passion is everything ...
- **The Greeter's Toolbox**
 - Basic Training
 - Identifying badge, button, or uniform
 - The Introduction Questions
 - I don't think we've met. . . .
 - How long have you been coming to ...?
 - What keeps you busy during the week?
 - The Handoff Team (Ushers or Hosts, depending on the circumstances)