

The goal should be: “If a new person joined my team next Sunday, could I hand them this and help them understand how to succeed?”

Faith Lighthouse Church

Sample Volunteer Onboarding Guide

Ministry: First Impressions Team

Purpose:

Our First Impressions Team helps create a welcoming environment where every person who walks through the doors of Faith Lighthouse feels seen, valued, and glad they came.

We believe the first ministry moment often happens before someone ever enters the sanctuary.

1. Your First Steps

Before officially joining a serve team, volunteers are encouraged to:

Attend Discover FLC

Complete Starting Point

Complete a Ministry Application

Complete the required Background Check

Shadowing

A potential volunteer may shadow the team up to three times while completing the onboarding process.

After three shadow opportunities, the background check must be completed before the volunteer can officially serve on the team.

2. What We Do

Our team helps people feel welcome from the moment they arrive.

Depending on your assignment, this may include:

Greeting people as they arrive

Opening doors

Welcoming first-time guests

Helping people find classrooms, restrooms, or the kids check in...

Answering basic questions

Helping identify guests who may need additional assistance

Connecting new people with the Connections Team

Creating a warm and friendly atmosphere

3. What Success Looks Like

Success isn't simply standing at a door.

Success is helping people feel like:

"Someone noticed me."

"Someone was glad I came."

"I know where to go."

"I would feel comfortable coming back."

Remember: people may forget exactly what we said, but they will remember how they were treated.

4. Before You Serve

Please:

Arrive at least ____ minutes before service

Check in with _____

Be in your assigned position by _____

Wear your Serve Team shirt

Make sure your area is clean and ready

Silence your phone unless needed for ministry communication

Pray for the people who will walk through our doors

5. Best Practices

DO:

Smile and make eye contact

Introduce yourself

Learn people's names whenever possible

Look for people who appear unsure of where to go

Walk someone to their destination instead of simply pointing

Be especially attentive to first-time guests

Speak positively about the church and other ministries

Ask questions when you're unsure

Communicate early if you cannot serve

DON'T:

Have long conversations with other volunteers while guests are arriving

Stay on your phone while serving

Ignore someone because you're unsure whether they're new

Discuss confidential church matters with guests

Speak negatively about another leader, ministry, or volunteer

Leave your position without communicating with your leader

6. Communication

Your Ministry Leader

Name: _____

Phone/Text: _____

If You Cannot Serve

Please notify:

as soon as you know you will be unavailable.

Whenever possible, please give at least _____ hours/days notice.

If You Have a Question

Ask your ministry leader.

If they do not know the answer, they will help connect you with the appropriate person.

You are never expected to figure everything out on your own.

7. Your First Few Weeks

First Time

Observe.

Meet the team.

Learn where things are.

Ask questions.

Second Time

Serve alongside an experienced volunteer.

Begin practicing the responsibilities of the position.

Third Time

Take more responsibility while your leader or experienced volunteer remains nearby.

After Onboarding

Once the required church onboarding process and background check are complete, your ministry leader will confirm that you are officially part of the serve team.

8. Our Culture

At FLC, we don't simply fill positions.

We develop people.

So remember:

People matter more than tasks.

We serve together.

We communicate clearly.

We show grace.

We protect unity.

We ask questions.

We help one another succeed.

We represent Jesus in everything we do.

9. When Something Goes Wrong

Things will not always go according to plan.

If there is:

A difficult interaction

A safety concern

A medical issue

A problem involving a child or student

A conflict with another volunteer

Something you simply aren't sure how to handle

Don't try to solve everything yourself.

Contact your ministry leader or the appropriate church leader immediately.

10. Why Your Role Matters

Every Sunday, people walk through our doors carrying stories we may know nothing about.

Someone may be hurting.

Someone may be grieving.

Someone may be anxious.

Someone may be giving church one more chance.

A smile, a conversation, or simply hearing:

“We’re glad you’re here.”

may matter more than we realize.

That’s why your role matters.

Thank you for saying yes to serving Jesus and helping people feel at home at FLC.