

First Impression Team SOP

Mission We are partnered with the Body of Christ by inviting and serving guests while authentically representing Jesus. We have been entrusted by Generations Church to serve all families, friends and guests, showing them they are welcomed and loved in God's house.

At Generation's Church we want to maintain a loving culture and be S.M.A.R.T. in our leading:

S – Serve with a smile.

M – Make others the priority.

A – Attitude is positive at all times.

R – Respect and honor our leaders and each other.

T – Team minded – we build an environment of fun and family.

Document The review and update of this document is the responsibility of the First Impression Lead Team (Coach, Assistant Coach Trainer and Assistant Coach Admin).

In this The following sections are contained in this document.

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Requirements The following is required to serve on the First Impression Team.

- Follow all guidelines presented in this document.
 - Complete Get On with the Church and Get On with the Team
 - Complete Orientation & Planning Center Training
 - Courteous and outgoing attitude
 - Willingness to serve others
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Scheduling An email will be sent from Planning Center with your scheduled date and time. It is required to respond with an Accept or Decline as soon as possible to ensure our team is well-staffed to greet our partners and guests. If you are not scheduled but have an opportunity to serve, check in with your Lead Team to see if there is a need.

We understand that life happens and sometimes you are unable to serve at your scheduled time that you have previously accepted, please make sure to communicate to the Lead Team as soon as possible so a replacement may be found.

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Overview

Arrival Time

- **60 minutes prior to your location worship experience**
Example:
 - Sunday experience begins at 9:30am, arrival time would be 8:30 am
 - Check in with your lead team to let them know that you are present
 - Put on the Blue First Impression lanyard (I'm So Glad You Are Here). If applicable to your location.
 - Attend the team huddle (45 min before the experience)

First Impression Team Player Positions and Duties:

- **Greeters**
 - Make sure doors are open right after team huddle and be prepared to start greeting 15 mins before and 15 mins after the experience has started.
 - Create an atmosphere of excitement as you greet. This means being aware of the environment. Things to consider: Is the music on and at the right volume? Is there shade on a hot day? Do you have umbrellas and other covers on a rainy day? Are there too many people blocking the entrance? etc.
 - Smile and greet each person verbally and with a fist bump, handshake or hug. If applicable, use Welcome Signs.
 - When New Guests arrive connect them with a Lobby Floater.
 - **How to identify new guests. You can ask the following question:** Hi, I don't think we met before. What is your name and how long have you been attending GC?
 - Put out water and/or refreshments 15 minutes prior to end of experience. Get water, disposal cups and napkins from the kitchen. Ask GC Team Coach of the day to gain access to the kitchen, if applicable to your location.

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- Face the parking lot and be on the lookout for guests, offering assistance if needed, for example with strollers.
- Engage with our arriving guests and keep chatting with team members to a minimum as that can take your focus away from welcoming our guests.

- **Lobby Floaters**
 - This is an opportunity to connect with guests. Greet families with a warm heart and smile and direct accordingly to the Kids Check-In line. Direct families without children to the Main Entrance.
 - Show new guests the facility (restrooms, kid's rooms, etc....) and aid them with Kids Check-in and escort them to the appropriate kids' room.

- **Welcome Center:**
 - Be in place before the end of the experience and stay until 10 mins after the experience ended. This would ensure if any guests stopped at the Fresh Start table first or are picking up their children from GC Kids we are available to greet them afterwards.
 - Greeters use this opportunity to "connect" with guests. If you recognize a new guest in the lobby, go out and connect with them.
 - If they have brought a completed "Get Connected" card with them, take the card and make sure the information is clearly legible (this will help the admin team in the office enter the correct information). Also annotate on the card whether they are a 1st or 2nd time guest, and which experience they attended and give them their gift. **Please note that it is one gift per household.**
 - If they have not filled out the paper Get Connected card, give them the choice of filling out one or have them text "GCCHURCH" to 97-000 to fill out their digital connect card. Once it's completed give them their gift. **Please note that it is one gift per household.**

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- If they marked that they accepted Christ as their Lord and Savior for the first time or rededicated their lives to Him, be sure to congratulate them and ensure that they have visited the Fresh Start table. If they have not, walk them over to receive their Fresh Start kit.
- Allow them time to complete the card with as much information as they are comfortable providing. We don't want to invade their privacy, and we want to be sensitive to their needs.
- Invite them to "Get On" when offered. Explain briefly the heart and intention of Get On.
- After each experience give the completed Get Connected cards to either the Coach or the GC Team Coach so they can put them in the office.
- Enter the guest count into Headcounts for each experience.

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