

guest services
***B.L.U.E.* BOOK**



Be Ready

Today could be someone's very first step towards Christ.

Listen

What are they communicating, through words or actions?

Understand Why

It's not about *what* and *how*, it's about *why* we serve.

Every Story Matters

You matter to God, you matter to us. We don't just count people, we see that people count. There is always room for one more.

Cafe

Be Ready

- Huddle up on time. Pray and cover details.
- Assist with prep, refilling, and serving coffee and donuts.
- Keep areas free of trash and spills.
- Anticipate. The goal is to notice things before our guests do.

Listen

- Be alert as things happen quickly. Assist with disruptive and/ or emergency situations.
- Pay attention to body language, listen with eyes and ears.
- If guests are alone, do your best to engage with them.

Understand Why

- Ensure guests feel welcome, valued, significant and safe.
- We saved them a trip to get coffee, making life a bit easier for them and their family. (kids love the donuts!)
- Food = fellowship, now is the perfect time to engage!
- Smile!

Every Story Matters

- Everyone has a story and every story matters to God.
- Help maintain an atmosphere of connection, while being sensitive to the elements occurring in the service (ie. An invitation, silent prayer, etc.)
- Keep team conversations to a minimum during on-peak times, our focus is our guests.

Leader Notes

- Please arrive early.
- Participate in the huddle time with your team.
- Read through the notes with your team.
- Note who is serving on Facilities Watch Team for the day.
- Set up the coffee & refreshments according to any notes.
- Connect with 1stServes and ensure they feel welcome.
- Connect with your team during off-peak times. Building relationships adds value to serving.
- Use appropriate discretion and confidentiality with your team.
- Encourage Hope's Next Steps.

Your Notes

Greeter

Be Ready

- Huddle up on time. Pray and cover details.
- Remain in your assigned positions, for the entire service.
- Eliminate simple distractions - open doors, straighten rugs, pick up trash, etc.
- Watch for guests that may need extra assistance to be seated in the sanctuary, personally lead them to an usher.
- Be familiar with the 'YES!' packet.
- Familiarize yourself with the building.

Listen

- Be alert. Assist in keeping the foyer quiet, friendly, and safe.
- Be mindful of body language, listen with eyes and ears.
- Answer simple questions. If stumped, note the question and gather contact info on NEXT STEPS card.

Understand Why

- This may be the first time a guest has ever stepped inside a church. Give them a reason to return!
- Ensure guests feel welcomed, valued, significant and safe.
- You help set the tone for their experience.

Every Story Matters

- Everyone has a story and every story matters to God. Smile!
- Look for faces you do not recognize and engage with them.
- Keep team conversations to a minimum.

Leader Notes

- Please arrive early.
- Lead the huddle time with your team.
- Read through the notes with your team.
- Take attendance.
- Prepare your team with specific service details for the day.
- Assist with excessive foyer volume. This is a big distraction.
- Relocate signage and barriers as needed.
- Connect with 1stServes and ensure they feel welcome.
- Connect with your team during off-peak times. Building relationships adds value to serving.
- Use appropriate discretion and confidentiality with your team.
- Encourage the Next Steps.
- Invite others to join the Greeter Team!

Your Notes

Stealth Greeter

Be Ready

- Huddle up on time with the usher team. Pray and cover details.
- Remain in your assigned venue, so we don't miss anyone.
- No name tags please. See 'U'.
- Listen
- Be mindful of body language, listen with eyes and ears.
- Engage softly. Not everyone Truly wants to be "noticed."
- Keep conversations short, but don't cut them off.
- Repeat their name back to them/follow cues.

Listen

- Be mindful of body language, listen with eyes and ears.
- Engage softly. Not everyone Truly wants to be "noticed."
- Keep conversations short, but don't cut them off.
- Repeat their name back to them/follow cues.

Understand Why

- Without a name tag, you're "just a friendly member of Hope."
- This may be the first time a guest has ever stepped inside a church. Give them a reason to return!
- You help set the tone for their experience.

Every Story Matters

- Everyone has a story and every story matters to God.
- Smile!
- Look for faces you do not recognize and engage with them.
- Keep team conversations to a minimum.

Usher

Be Ready

- Huddle up on time. Pray together and go over details.
- When assigned to doors, remain during the entire service: watching for arriving guests and possible distractions.
- Be ready for service elements, such as offering, Bibles, etc.
- Look for greeters who may be bringing in guests with special needs before the service.

Listen

- Be alert as things happen quickly. Assist with disruptive and/or emergency situations.
- Be mindful of body language, listen with eyes **and** ears.
- Notify parents with children 1st grade and younger of Hope Kids options on the lower level as well as family room that maybe more comfortable. Direct to Welcome / Next Step cards in chair pockets or in lobby.

Understand Why

- Ensure guests feel welcome, valued, significant and safe.
- This may be the first time they've ever stepped inside a church. Give them a reason to return!
- You help set the tone for their experience. Smile!

Every Story Matters

- Everyone has a story and every story matters to God.
- Watch for distractions that hinder their experience; kids, etc.
- Guests are our only focus, be attentive to those entering.

Leader Notes

- Please be on time, or early!
- Lead the huddle time with your team, stealth greeters and venue hosts.
- Read the notes with your team, preparing them for any specific service elements.
- Take attendance.
- Count worship attendance on the sheet provided from tech booth platform. Count when the sermon has started.
- Three individuals are to accompany the offering at all times until processed and deposited into the safe. Do not empty the baskets into each other, simply stack them. Note: First serves should not handle the offering.
- Reposition door signage and barriers at appropriate times.
- Connect with 1st Serves and ensure they feel welcome. Assign them a partner to “shadow.”
- Connect with your team during off-peak times. Building relationships adds value to serving.
- Use appropriate discretion and confidentiality with your team.
- Encourage Hope’s Next Steps.
- Invite others to join the Usher Team!

Your Notes

Venue Host

Be Ready

- Huddle up with usher team. Pray together and go over details.
- Remain attentive. Watch for late guests or possible distractions.
- Be ready for service elements, such as offering, Bibles, etc.
- Look for greeters who may be bringing in guests with special needs before the service.

Listen

- Be alert as things happen quickly. Assist with disruptive and/or emergency situations.
- Be mindful of body language, listen with eyes and ears.
- Worship Center only - Notify parents with small children of Hope Kids options on the lower level as well as family room that maybe more comfortable. Direct to Welcome / Next Step cards in chair pockets or in lobby.

Understand Why

- Ensure guests feel welcome, valued, significant and safe.
- This may be the first time they've ever stepped inside a church. Give them a reason to return!
- You help set the tone for their experience. Smile!

Every Story Matters

- Everyone has a story and every story matters to God.
- Remove distractions that may hinder their experience; kids, etc.
- Guests are our only focus, be attentive to those entering.

Leader Notes

- Please be early!
- Participate in the huddle time with your team.
- Connect with 1st Serves and ensure they feel welcome. Assign them a partner to “shadow.”

Your Notes

Details Crew

Be Ready

- Depending on the length of the service, the window of opportunity may be shorter some weeks. Take advantage of the slower moments to clean restrooms.

Listen

- Be alert as things happen quickly. Be attentive to facility needs that may arise. i.e. trash, restrooms, etc.
- You may pick up on helpful suggestions from guests as you are keeping things clean. Pass along what you learn.
- Be mindful of body language, listen with eyes and ears.

Understand Why

- To ensure guests feel welcome, valued, significant and safe.
- This may be the first time they've ever stepped inside a church. Give them a reason to return!
- You help set the tone for their experience. Smile!

Every Story Matters

- Everyone has a story and every story matters to God.
- Eliminate distractions that may hinder their experience; trash, clutter, restroom cleanliness, etc.
- Keep team conversations to a minimum during on-peak times, our focus is our guests.

Leader Notes

- Please be early to make sure pens, envelopes, and Welcome / Next Step Card in each chair pocket.
- Participate in the huddle time with your team.
- Connect with 1st Serves and ensure they feel welcome. Assign them a partner to “shadow.”

Your Notes

Watch Team*

Be Ready

- Arrive early.
- Utilize earpieces and walkie-talkies.
- Anticipate. The goal is to notice things before our guests do.

Listen

- Be alert as things happen quickly. Assist with disruptive and/or emergency situations.
- Be mindful of body language. Listen with eyes and ears.
- Patrol the building frequently and routinely.

Understand Why

- To ensure guests feel valued, significant, safe and secure.
- This may be the first time they've ever stepped inside a church. These steps matter.
- You help set the tone for their experience.

Every Story Matters

- Everyone has a story and every story matters to God. Smile!

Leader Notes

- Please be early!
- Prepare your team with any specific service elements for the day.
- Connect with 1st Serves to ensure they feel welcome.
- Use appropriate discretion and confidentiality with your team.
- Encourage Hope's Next Steps.
- Suggest others to join the Watch Team!

Your Notes

*** requires a background check**

Monthly Schedules

An email and text will be sent to the team around the middle of each month with a deadline to “block-out” the dates in which you are unable to serve for the following month. Please log into services.planningcenteronline.com and block-out unavailable dates no later than the deadline. Feel free to block out future dates as well.

Need help?

Email: mark@got-hope.org

text: 651-212-3749

We have an amazing and growing Guest Services team. Thank you for your willingness and availability to serve. We do our best to schedule as requested, however availability may not always result in an assigned position on the schedule.

Huddle Schedules

Service 10:00

Greeter 9:35

Ushers 9:35

Cafe 9:20

Hope Kids 9:30

Venue Host 9:30

Details Crew 9:30

Watch Team 9:30

“The way you feel about our guests before they arrive will be the way they feel about themselves after they leave.”

- Jason Young, The Comeback Effect

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