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Hospitality Team Playbook

The 1NAME Church Hospitality Team exists to be the front lines of providing hospitality to our guests. We define hospitality as: showing the love of Christ through our guest experience. We want someone to feel loved the second they step foot onto our campus. Hospitality isn't a task - it's a ministry that reflects God's heart and turns first impressions into life changing encounters

Welcome to the Hospitality Team!

We are so excited you've chosen to be part of our family.

SUNDAY CALL TIME: 8:30am

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Hospitality 101 Tips:

- We refer to our attendees as: Family
- Study up on the campus map to be able to most effectively do your job
- Own the campus: We are welcoming people into our home. Let's treat them like we would a guest in our home.
- Be on the lookout for suspicious activity and report to the Safety and Security Teams.

Always Practice High 5's!

1. Smile
2. Make Eye Contact
3. Ask: How long have you been attending? (not is it your first time)
4. Walk: don't point people.
5. Do it for the one: Can't do it for everyone so we do it for the one that we can do it for.

Always look for ways to ESPN

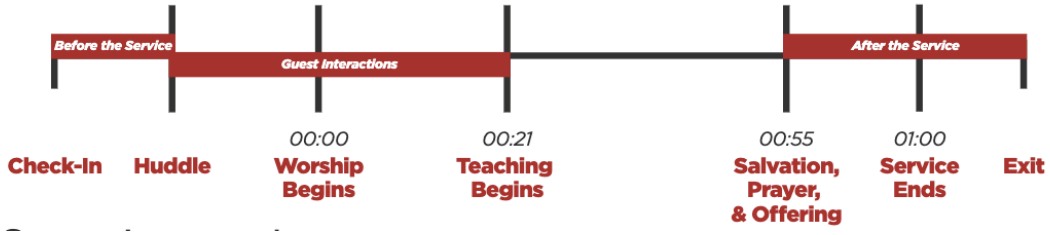
- Encouraging
- Scripture
- Prophetic word
- Next step

Ways to start conversations:

- How long have you been coming?
- How did you hear about 1NAME
- Give a complement
- Always engage with the kids if they have kids
- Introduce yourself
- Give a comment about the weather
- After gathering ask for feedback
- Share about things happening at 1NAME

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Order of Service



Hospitality Teams:

- **Front of House**
  - Parkers
  - Outside Greeters
- **Back of House**
  - Coffee Host
  - Auditorium Greeter
  - Ushers
- **Safety and Security**

Greeters

Greeters are the face of who we are as a body of believers at 1NAME Church! The main focus of the Greeter Ministry is PEOPLE! One look at our greeters and our guests should be able to tell who we are and what we believe. When our greeters are excited, outgoing, and constantly smiling, guests are “WOWED” and can’t help but wonder what’s different about this church and these people! Every time guests walk by, they should see in you, the face of Jesus. We may only get one opportunity to reach someone so every person, every week, deserves our best attitude and our warmest welcome. They are expecting our biggest SMILE!

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Greeter Team Positions:

- **Exterior**
  Greeters who are positioned at exterior doors (outside/front of house).

- **Interior**
  Lobby
  Greeters who are positioned throughout the lobby.

  Auditorium
  Greeters who are positioned at the auditorium doors.

Exterior

• Help guests know that we are waiting for them by standing outside
• Greet each guest with a verbal greeting. Use a phrase like:
"Welcome to 1NAME Church!" "We're so glad you're here!"
• Help control the climate inside by keeping the door closed when possible, doors open at 9:30am and close around 10:40.

Lobby

• Engage with each guest, including those in seating areas. Use phrases like:
"How long have you been coming to 1NAME Church?"
"Is there anything I can help you find?"
• Assist new guests by familiarizing them with our building.
• Instead of pointing, always walk with guests to their location.

Auditorium

• Offer each guest a Connect Card, handouts and a Pen.
• To create a worship experience that is free of distractions, you will close the auditorium doors at a time designated by your team leader.
• Continue to open the door for each guest until the lobby empties.

Tips for all Greeter Positions:

- Look for opportunities to create "wow" moments for guests
- Smile!
- Use the 10-4 rule. When a guest is 10 feet away, make eye contact and smile. When they are four feet away, greet them verbally.
- Be prepared to help answer any questions guest may have

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- Walk people to areas they are unable to find (do not point)
- Be aware of the needs of anyone around you: if they need prayer, look lost, etc
- Be on the lookout for new faces and help connect them with the Connect Corner Team
- Be attentive- Don't be on your phone or talking to everyone around you
- Be presentable
- Eye Contact
- Good Breath

After the Gathering: All Positions

• Give invite card to each guest
• Send guests off enthusiastically. Thank them for starting their week with us. Use phrases like:

"See you next week!"
"Thanks for attending!

Or asking open-ended questions such as: "what did you take from today's message?" "What is your next step after today's message?" "It is always great to see you on Sundays, are you attending any groups yet?"

Ushers

The auditorium is where the majority of our guests experience life change. Every usher has the opportunity to own the room and be the difference in the life of every person that walks through those auditorium doors! Ushers create the energy and the environment in the auditorium that prepares guests' hearts for the worship and the Gospel message. Ushers don't just help guests find seats; they prepare guests to meet Jesus face to face. Every kind word, every smile, every warm welcome, and every hand shake from our ushers gives our guests a glimpse of Heaven & whether they want to spend eternity there or not! Ultimately, the ushers help our guests find seats in Heaven!

Guest Interactions:

All Teams

• Use flashlights to help guests easily identify ushers in the auditorium.
• Greet guests with a verbal greeting. Use phrases like:

"Come on in! Sit as close as you like."
"Can I help you find a seat?"
"Would you mind sliding in as you take your seat to make room for others to join us?"

• Be familiar with the plan for opening additional auditorium sections or adding seats.
• Know your role in the auditorium count and offering processes.

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Usher Team Positions:

- **Greeting Usher**
  Greet guests as they enter the auditorium and connect them with Seating Ushers to help them find a seat.

- **Seating Usher**
  Show guests to a seat in the auditorium

Greeting Usher
• Maintain a guest focus by facing the auditorium doors. This helps guests know that we are expecting them.
• As open seats become less obvious, ask guests how many seats they need and direct them to a Seating Usher. Use phrases like:
"How many people do you have with you today?"
• Maintain an awareness of open seats in the auditorium and direct guests to an appropriate Seating Usher without leaving your position.
• Have constant communication with your Usher Leader and Seating Ushers.

Seating Usher
• Show people to open seats in your assigned section.
• As guests are passed to you from the Greeting Ushers, greet them and assure them
• We have seats available. Use phrases like:
"Right this way!"
"Hi! There are four seats together right over here."
• Maintain an awareness of where open seats are available in your assigned section.
• Communicate with your Usher Leader and Greeting Ushers regarding available seats.

After the Gathering: All Positions

• Ensure that all supplies are restocked for the next gathering.
• Set the next team up for success by resetting seats and seatbacks, cleaning up spills, and emptying trash.
• Send guests off enthusiastically. Thank them for starting their week with us.
Use phrases like:
•"See you next week!" •"Thanks for worshiping with us!

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Auditorium Count

• Attendance is determined by the number of individuals present in the building at the designated count time.
• When the prayer begins at the end of the beginning of teaching, as heads are bowed and eyes are closed, count the number of guests present in your assigned section.
• Be as discreet as possible and count from the back of the auditorium.
• Provide the attendance number for your assigned section to the Usher Leader upon the Auditorium Count Sheet

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Parkers

The parking team is the first impression anyone has of 1Name Church! The parkers are the first people the guests see and they are the first representation of who we are as a church and family. We may only get one opportunity at reaching the new guest, so the parkers and the parking experience must be exceptional. The parking team sets the tone for the entire experience a guest will have on the way in and is the last impression the guests will have on the way out. An exceptional experience in the parking lot is critical to bringing down the walls the guests may have and opening up their hearts to receive the gospel message when they enter God's house. A joyful wave, efficient directions to open parking spaces, and a kind "Hello! We're glad you're here!" is a sure recipe to prepare hearts! You are the first and last memory anyone has - make it an unforgettable one!

Guest Interactions

All Positions

• Wear the provided Parking Team shirt, jacket, or vest to ensure you are highly visible in the parking lot.
• Use the two-way radios to communicate with the entire Parking Team.
• Recognize guests who require handicap parking or cars that are full. This will allow the team to better meet their needs.
• Continue serving until traffic in the parking lot clears.

Positions:

- **Waver**
  These team members are positioned at the entrance to the parking lot and wave to traffic passing by and turning in.

- **Attendant**
  Attendants are positioned in the parking lot to guide guests to open areas and spots.

Waver

• Smile and wave to each car that passes or turns into the parking lot. Have fun!
• Make your interaction with each car specific to the people inside.
• Use 1NAME Church signage to create energy and invite people to join us.

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Attendant

• Position yourself so you can be easily seen by guests as they enter the parking lot or row of spots you are tending. (Your Team Leader will assist with this)
• People are friendlier than signs and cones. Smile and wave as you direct traffic.
• Use traffic wands and large gestures to give clear direction to guests entering the parking lot.
• Direct guests to open areas of the lot or a specific spot if necessary.
• Make sure to read your guest and direct them appropriately.
• Greet pedestrians or guests in golf carts with a verbal greeting. Use phrases like:
    •"Good morning! Welcome to 1NAME Church!"
    •"We're glad you're here today!"

After the Gathering: All Positions

• Send guests off enthusiastically. Thank them for starting their week with us. Use phrases like:
    "See you next week!"
    "Thanks for attending gathering!"

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Coffee

The Coffee Corner is more than just a place to grab a cup of coffee, it's a space for fellowship and connection. Whether it's through a hot drink, a smile, or a simple conversation, you're helping set the tone for them to receive the word of God.

- Arrive early to set up before guests arrive
- Make sure the area is clean, organized and have enough supplies
- Place Coffee Corner bin underneath table for easy access
- Ensure water bottles, creamers, sugars, straws and stirs are displayed and available for guests
- Have extra waters underneath the table
- After Home Team Huddle, begin preparing cold coffee cups. Prepare about 3-4 rows of each flavored coffee
- Continue to pour coffee until the lobby is empty and no guests are walking in. Leave 3-4 rows of each flavored coffee available for after gathering
- Ensure we have enough supplied for the following Sunday
- Servant leaders are to take water from closet, not from the Coffee Corner
- Servant leaders drink coffee after 10:30

After the Gathering

- If any cold coffee are served and left, please leave on top of table for guest to take
- Place all supplies into the storage bin

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Reset

This team helps ensure everything is broken down quickly and smoothly after the gathering. We believe that *we are the church* and in Reset, we come together to serve every team by helping clean up, and organizing and leaving everything ready for the next service day.

• After the gathering, allow approximately 15 minutes or so before starting to take out the cages and begin the reset process. Communicate with others to ensure you're not interrupting conversations or walking into guests or members.
• Bring cages out into the lobby, placing them against the wall. Remove bins from inside the cages to be used for supplies.
• Ask team members for help. If possible, work in teams to prevent any major damage to equipment.
• Start in one section and coordinate with other teams to help each area efficiently.