

First Impression Team Guidebook

Welcome to Guest Services!

We are so glad you are here and have taken this step to serve with us. Thank you for your willingness to help our First Impressions Team create an environment that is warm and welcoming. We strive to be a church for the unchurched, a safe haven for everyone pursuing a growing relationship with Jesus Christ, and we could not do it without you.

You are influencing environments where life change happens, and our hope is that you will find significance in being a part of the team. Our guests enjoy their experiences because of you, and we just want to say again, “**We’re glad you’re here!**”

Why We Are Here

CrossPointe Church exists to lead people to **BELIEVE** in God, encourage them to **CONNECT** with others, and equip them to **SERVE** in their purpose. We serve as a team to make that happen by creating an atmosphere that’s

welcoming to those who don't believe (yet), while encouraging community and connection for those who are already a part of CrossPointe.

What We Will Do

We passionately and joyfully work hard to elevate the dignity of the guest by creating welcoming environments where guests are comfortable, cared for, and ultimately discover the next step in their relationship with Jesus Christ.

*“Let nothing be done through strife or vainglory; but in lowliness of mind let each esteem others better than themselves. Look not every man on his own things, but every man also on the things of others”. **Philippians 2:3-4***

How We Will Make Decisions

We will show care. *We are givers extending empathy.*

We will remain flexible. *We are rubber bands willing to do anything to serve our guests.*

We will have fun. *We are thermostats setting the temperature.*

We will deliver WOW. *We are hosts delivering the extraordinary.*

Sunday Schedule

- First Impression volunteers are scheduled to serve on a reoccurring basis throughout the month.
- Be in position at least 30 minutes before service begins.
Remain in your position 15 minutes after service has begun.

- Dismiss yourself during closing prayer in order to return to your position for 10 minutes.
- If you are unable to serve, please communicate with your Team Leader in advance so they can find substitutes. This will ensure that our teams are best prepared to serve our guests.

Dress Code

- Pants with no holes are great. Skirts and dresses are great, but please use discretion and avoid miniskirts, as well as dresses that are too short. We should always dress modest.

Reminders

- Be sincere when greeting guests. Practice eye contact and attempt to connect with each person as you greet him or her.
- Always walk guests to their desired location, never point.
- Know the locations of all kids ministry environments, restrooms, and adult environments.
- Be aware of any special or upcoming events.
- Your children may come with you to “Huddle” until their environments are ready, though we ask that they not “assist” you while you are serving unless they are helping to hold the welcome signs.

- Be in position at least 20 minutes before the service begins and return for 10 minutes after service.
- Please refrain from eating while serving. Please attempt to limit drinking while serving (feel free to come early to enjoy your cup of coffee or wait until you are finished serving)
- Please refrain from texting or using your phone while serving.
- Please limit personal conversations with friends and other volunteers until you are finished serving.

Individual Roles

Greeter (front and back doors)

- Open doors for guests as they arrive and exit the front and back doors. Acknowledge all guests as they enter and leave the building.
- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching).
- When asked for directions to an environment, always walk the guests to those locations. (If you are unable to leave your position, you can introduce the guests to a Hallway Host who can then escort the guests to their desired location.)
- Door Greeter should dismiss themselves during the closing prayer in order to be in position before guests leave.

Hallway Host (front/back/auditorium area)

- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching).
- Be proactive in greeting people.
- Look for guests that need directional assistance.
- Hallway Hosts should dismiss themselves during the closing prayer in order to be in position before guests leave. Assist at Guest Center if needed.

Guest Center

- Welcome guests that approach the Guest Center
- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching).
- Assist new guests in navigating the building and finding appropriate ministry environments. Offer them a visitors gift bag.
- Always walk guests to locations or environments around the building. Communicate to your team members if you are leaving a position empty so they can fill in for you.
- Have knowledge of each ministry environment, including appropriate ages and locations for all family ministries.
- Be aware of any special or upcoming events.
- Guest Center members should dismiss themselves during the closing prayer in order to be in position before guests leave.

CP Cafe

- **If asked to prepare the coffee, please arrive at least one hour before service time. Directions for preparation will be posted at the Cafe.
- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching).
- Cafe closes once service has begun.
- Clean up area and put everything away before attending service.
- Return to Cafe after service to clean out coffee pots.

Usher

- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests walking down aisles).
- Be aware of all available seats in your assigned sections.
- Interact with guests in your section before the service and ask them to move toward the middle of their rows to create empty seats for other guests (as needed).
- Let guests sitting on the ends of rows know that you may need to tap them on the shoulder and ask them to step aside for guests to be seated.
- Be proactive! Seat guests in the front sections first, if possible.
- Seat guests with babies or small children in the back.

- Be aware of the locations for handicap seating.
- Reserve seats for guests that come in late.
- Remain at the back of your designated section throughout the service in order to watch for those who need to be walked to their seats or for emergencies.