

# Parking/Safety

# Guidebook

## Welcome to Parking Team!

We are so glad you are here and have taken this step to serve with us. Thank you for your willingness to help First Impressions 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

The mission of CrossPointe Church is to **REACH** people where they are with the Gospel, **RESTORE** purpose through the Gospel, and **REPRODUCE** believers that share the Gospel.

## 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 best next step in a relationship with Jesus Christ.

**Let nothing be done through strife or vainglory; but in lowliness of mind let each esteem other 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

- Parking Team volunteers are scheduled to serve on a reoccurring basis throughout the month.
- You should arrive 30 minutes before your designated service time begins and return for 10 minutes following service dismissal
- “Huddle” will begin promptly 30 minutes before service and dismiss 20 minutes before service.
- Be in position at least 15 minutes before service begins. Remain in your position 10 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 a substitute can be found. This will ensure that our teams are best prepared to serve our guests.

## Dress Code

- CrossPointe Church provides each member of Parking Team with a fluorescent vest that should be worn when you are serving.
- Blue jeans and pants with no holes are great. Appropriate shorts are acceptable.
- Skirts and dresses are okay, but please use discretion and avoid miniskirts, dresses, or shorts that are too short.

## Things to do before service

- Set up tent/canopy and put out welcome sign and guest parking signs
- Check front parking lot for items that may damage vehicles entering
- Check back parking lot for items that may damage vehicles entering
- Be available in foyer area to be able to assist anyone needing help

## **Things to do after service**

- Take down tent/canopy
- All signs come in

## **Reminders**

- Be sincere when greeting guests as they enter the parking lot. Smile and wave. Always clearly direct guests to an available parking spot.
- Direct guests to the First Impression Team Members at the doors so they can be escorted to their final destination.
- 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.
- Please refrain from eating while serving and limit coffee 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 in order to give attention to guest.
- Report any accidents to your Team Leader.

## Individual Roles

### Parking Attendant (front and back lots)

- Wear a Parking Team vest at all times.
- Smile and wave at guests as they arrive and depart from the parking lots.
- Clearly direct guests to parking spots and into our building. Once your lot is full direct them to an alternate lot or to on street parking.
- When asked for directions to an environment, always walk guests to entrance locations and introduce them to a door greeter. (If you are unable to leave your position please direct guests to the nearest entrance where they will be greeted by the door greeter.

### Safety

- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching).
- Be proactive in greeting people while maintaining a watchful eye of scenarios that may escalate.
- Look for guests that need directional assistance. Blend in. Don't stand out as a "Safety Officer. Make guest feel welcome and comfortable.
- Safety team members should remain in designated position during services in case their assistance is required (Be sure to make rounds during services. Be sure to check kids areas, parking lots and vehicles parked offsite)
- Should an incident occur that requires building evacuation be prepared to direct evacuees to the safest exit(s) (Safety is responsible to call 911)
- Should a child go missing please execute the following steps
- Get name and description of Child and send out a notification via text
- Start from area of notification and systematically search for child saving the sanctuary for last

- Once building has been cleared and no child found, immediately contact 911 and do not let anyone leave the building without being cleared of child
- Should a disgruntled guardian try to pick up their child please assist the kids worker by asking for the "guardian badge" and helping to calm the guardian by removing them from the immediate location.
- At the end of the service, volunteers should return all equipment to the parking team area.

