



NHCC GUEST SERVICES VISION

To guarantee that every guest that leaves NHCC will be eager to return and amazed by the Christ-like treatment they have received by our volunteers.

Welcome to an AWESOME MINISTRY!

It is awesome how God uses the Guest Services Ministry to impact lives at New Hampshire Community Church! Your warm, smiling face and eagerness to help make all the difference when it comes to welcoming our guests. How a guest is treated will either drive them away or keep them coming back. This is an awesome ministry to be part of, especially when you see how God can use YOU make a difference.

How Can I Make a Difference?

- be warm and inviting
- have a cheerful heart
- be friendly and knowledgeable
- have a servant's heart
- have a "how can I help you" attitude
- give your very best
- make a good impression
- be prompt

*** Parking Lot Greeters**

The Parking Lot (outside greeting) team is our very FIRST TOUCH and is responsible for the movement of people and vehicles on Sunday morning.

- Please be on parking lots 20-30 minutes prior to your service and stay 5-7 minutes after the service has started to greet any latecomers.
- Please pick up a lanyard at the visitor table that says "How May I Serve You?" when you arrive.
- Wander the parking lot.
- If parking spaces are getting slim, please point out spots open to those driving in.

- Walk to their car as they are getting out and greet everyone coming with a "good morning, great to see how, how are you doing."

- If it is raining, umbrellas will be available for you and also ones that can be handed to those getting out of their cars as to not get wet.

*** Door Greeters**

The Door Greeting team is an important FIRST TOUCH, who opens the doors and greet those coming into the church. They also lead new visitors to the visitor table.

- Please be at your door 20 - 30 minutes prior to your service and stay until 5-7 minutes after the service has started. (this will catch those that might arrive late.)

- Please pick up a lanyard at the visitor table that says "How May I Serve You?" when you arrive.

- Open the door for everyone coming to the service.

- Be aware of first time guests and guide them to the visitor table the visitor table servers will help them after they receive their gift.

- Greet everyone with a smile, friendly greeting, handshake, if possible.

- Be familiar with building and locations.

*** Inside Bulletin Greeters**

The Inside Greeter team is an important FIRST TOUCH and will be seeking out visitors and guiding them to locations

- Please be at door entrance 20 - 30 minutes prior to service and stay 5 minutes until the service has started. (In case of late arrivals)

- Please pick up a lanyard at the visitor table that says "How May I Serve You?" when you arrive.
- When you are serving, please stay at door entrances.
- Keep checking at the visitor table for guests signing, as greeters will try to guide them to the visitor table as they arrive.
- Seek out visitors at the Visitor table or entering. Greet them and ask if they need help to children's area, restrooms, etc. If they have questions, try to answer them or guide them to the location they are needing.
- Another team member that is at a position may ask your help in guiding people to their needed locations. Please take them.
- Be familiar with building and locations.
- Be ready to direct our church family in case they have questions.

*** Guest Service table**

The Visitor Table team is an important FIRST TOUCH in getting acquainted with first time guests.

- ✓ Please be at the Visitor Table 20-25 minutes prior to your service and stay 8-10 minutes after the service has started. (This will catch any that may arrive late.)
- ✓ Please pick up a lanyard at the visitor table that says "How May I Serve You?" when you arrive.
- ✓ Be ready to assist our guests and church family with any questions needs they may have.
- ✓ As guests are brought to you, be welcoming and encouraging, let them know we're here to assist them. This is a nice opportunity to introduce yourself.

- ✓ Offer family a visitor gift (ONE PER FAMILY ONLY, unless they are different households within one family.)
- ✓ After they have received gift, ask them if they would take a moment and fill out the Connection Card. Clipboards and pens will be available, in case they want to step aside to fill it out if the table is busy. Tell them it is not to “bug them”, we only like to know who attends our services. If they do not want to fill one out, do not pressure them. After paper is filled out please lay aside on the visitor table. Ministry Coordinator will pick them up.
- ✓ Ask families with children what the ages are. All children birth – 5th Grade start downstairs and stay the entire time at both services. They need to be checked in at the children’s table downstairs. (Someone from children’s ministry will check them in.) 6th – 8th Graders attend the service and then are dismissed at around 10:45 to parsonage (no check necessary for the students.)
- ✓ There are also pens, Daily Bread Devotionals and other literature for giveaway at this table.
- ✓ The Lanyards are beside by the Visitor Table for other Guest Service team members to pick up on Sunday morning.
- ✓ If you are not sure about a question, say you will find out and try to go ask someone that might know. You can also write the request down and we will get back with them soon.
- ✓ Remember go the extra mile to serve!
- ✓ Have fun and enjoy serving!