

## **Guest Services** | Frequently Asked Questions

### **Q. What is Guest Services?**

We are the first people you see! From the parking lots, to the greeters at the doors, to the smiling faces behind our refreshments table, Guest Services is responsible for developing a welcoming and comfortable environment for everyone who comes. Our goal is to create an unforgettable, unbelievable Sunday experience for everyone from first timers to regular attendees.

### **Q. What is a typical Sunday like on Guest Services?**

The first service team arrives on Sunday morning one hour before the 9:30 service to prepare the environment (refreshments, signage, worship guides, etc.). After a brief "circle up" to inform everyone of what's happening that day, then volunteers move to their positions twenty minutes before the service to serve. After the service, they join the 11 service team in welcoming guests then they are free to leave. The 11 service team arrives one hour before the 11 AM service. After a brief "circle up" they move to their positions to serve. When the service is over they remain for an additional 30 minutes to prepare their environment for storage.

### **Q. Where is there an opportunity for me to serve?**

We are always looking for people who are outgoing, friendly, and passionate about creating a comfortable environment for first time guests. You can serve on our hospitality team, greet at one of the entrances, or walk the halls introducing yourself to someone who might be new. If you are more introverted, Guest Services also offers ways to serve during the week such as picking up supplies or worship guides for the upcoming Sunday.

### **Q. How often would I serve?**

Guest Services volunteers serve every Sunday (yes, you do get Sundays off when you want them!). Guest Services has two teams. One serves each week at the 9:30 service and the other at the 11 service. As a volunteer on this team, you will be able to attend most of the service in which you serve.