

# Guest Experience



## Introduction

Studies show that when it comes to a visitor coming to visit a church for the first time that within the first 20 seconds of the visit that visitor has made up his or her mind if they will be back next Sunday. Not a note sung or a word preached. The guests experience and interaction with the people determine if they come back. Words like warm, caring, knowledgeable, genuine, authentic are the words we would like to be expressed by our visitors about HARVEST CHURCH. Words like cold, inept, in a hurry, are words we would not want to be said by our visitors. In this handbook are helpful tools to help us **Create** an inviting environment and atmosphere for our guests, **Enable** them to enjoy their time at HARVEST CHURCH and find a place of worship to **Follow** after Christ. We appreciate your time and energy each and every Sunday to make this a successful ministry of HARVEST CHURCH.

Create-Enable-Follow

## Dress

1. We are a casual church so please dress casually.
2. A name tag with your name on it will be provided by the church and it will be worn to identify you as a greeter of HARVEST CHURCH.

## **Knowledge**

1. We would like for you to know where all the Small Group Areas and the teachers are located.

Teacher	Class	Location
Joseph Boothe	1yr Olds	Nursery
Courtney Boothe	1yr Olds	Nursery
Melissa Massey	2yr Olds	Nursery
Stacy Galloway	GLOWORM	Gloworm Ministry upstairs
Erin Kelley	GLOWORM	Gloworm Ministry upstairs
Kim Barnett	GLOWORM	Gloworm Ministry upstairs
Debra Jones	1 <sup>st</sup> Grade	Children's Ministry Dept.
Kristie Smith	2 <sup>nd</sup> Grade	Children's Ministry Dept.
Rodney and Judy Forte	3 <sup>rd</sup> and 4 <sup>th</sup> Grade	Children's Ministry Dept.
Toby and Amy Lancaster	5 <sup>th</sup> Grade	Children's Ministry Dept.
Kim Porter	Middle School	FLC Room 1006
Joe and Kim Booker	High School	FLC Room 1002
Kyle and Jackie Hudgins	College and Career	FLC Room 2013
Chris Kelley	PHILEO	FLC Room 2001
Dan Williams	Pastor's Class	FLC Room 2004
John Jones	Men's Class	FLC Room 2011
Jackie Houston	The GAP	FLC Room 2008
Chris Allen	Cross Training	FLC Room 2009
David Cottingham	The Vineyard	FLC Room 2006
David Burns	AGAPE	FLC Room 2014
Louise Donaldson	Ladies Class	FLC Room 1001
Tom and Judy Hill	Senior Adults	FLC Room 1009

2. A Laminated Guide will be provided for you as well as a map of the church to help facilitate this.

3. You will also need to know where the following is as well:

Bathrooms

Pastor's Office

Youth and Children's Area

Church Worship Schedule

Harvest U Information

Upcoming Events at HARVEST CHURCH, Special Concerts, Services ect

## Church Contact Information

### **Guest Experience Ministry Times**

1. Greeters are needed from 8:45-9:15 in front of the FLC and all entrances of the church.
2. If late comers arrive please take them to a small group class if they want to. Please do not point to the class take them there.
3. The BEM minister will communicate with the Small Group teachers not to be alarmed if late comers arrive.
3. Greeters are needed from 10:15-10:40 at all entrances of the sanctuary to welcome the church family and guests.
4. Greeters are needed at 4:45-5:10 for Harvest U. Main Sanctuary and FLC.
5. Greeters Are needed 5:45-6:10 at all entrances of the sanctuary.
6. Greeters are needed at all entrances of the Sanctuary and FLC at 5:45-6:10 on Wednesday Night.

### **Who to Welcome**

1. Welcome our guests.
2. Welcome our members.
3. Guests Teenagers and Children... High Fives! The Fist Shake!

### **Great Lines of Welcome**

1. Good Morning!, Glad To See You Today!, My Name Is..... Welcome to Lord of the Harvest
2. Hey! How's it Goin'
3. Good to have you with us today!, My name is ..... and you Are?
4. Glad You Are Here!, ect
5. Use your Gift of Gab and Small Talk, ect

## **Security**

Why is this necessary? Due to the times that we are in (shootings, church hold-ups ect.) you are the first person they see and it is better to catch it as they come in. We will not ask you to handle anything only to alert a deacon or elder of the person.

1. Keep aware of peculiar people.
2. Alert an Elder or Deacon.
3. Welcome them. Be Cool. Elders and Deacons will handle the rest.
4. Describe the person in question.

Please be reminded that we are not trying to judge or humiliate and that we understand fully that the church is a hospital. We just want to be prepared. We have so many children and families in our care each Sunday and we do not want anyone to disrupt or distract during the worship services. We owe this to our church family that is under the care of the Senior Pastor and the leadership of HARVEST CHURCH. It's all due to the times in which we live. Preparation is the best defense.

## **Requirements for This Ministry**

1. An active of HARVEST CHURCH
2. Complete the Harvest Connection Class
3. A Welcoming Personality, Great Attitude, Love for HARVEST CHURCH
4. Sign a written commitment card to this ministry
5. Attend the Guest Experience Training Seminar
6. Wear your name tag on Sunday
7. Support the Leadership of HARVEST CHURCH
8. Dependable and on time for your day of ministry

9. Passion for Greeting and Helping Guest on their first visit
10. Endure the cold, heat and sometimes rain

### Organization of Guest Experience

#### Areas of Ministry

Location	Number of Greeters
Children's Church Main Entrance	1
Hallway Entrance between Sanctuary and CC	1
Sanctuary Drive Way	1
Main Entrance to Sanctuary	2
Inside Sanctuary	4
Nursery Area	2
Family Life Center Main Entrance	2
Family Life Center Side Entrance Covered Walk	2
Parking Lot, during rain	4

#### Guest Experience Ministry Leader

#### **Guest Experience Ministry Leader**

1. Organize a monthly list of volunteers
2. Communicate the monthly list of volunteers to church secretary to place in church announcement sheet on Sunday.
3. Contact the greeters to remind them of their date of ministry.
4. Encourage the greeters in their ministry.
5. Meet with greeters on Sunday to inform them of any information they need such as announcements, events, ect.
6. Give out name tags, make sure the greeters have their map.

#### **Greeters**

1. Be in your place of ministry on your Sunday to greet.

## **A Final Word**

We are so excited about this ministry and the leadership of HARVEST CHURCH understands the sacrifice that will be given to make this ministry a success. As this new ministry is birthed we can't wait to hear the testimony of all the joy our people will bring to those who visit with us. First and foremost we thank you ahead of time for your sacrifice and are thankful for people like you that want to see this ministry be a success. The success of this ministry is not measured by numbers it is measured by a smile returned by the guest when they say thank you for being so helpful. Thank you for making my first visit a pleasant one. We can't wait to hear the stories and we are so glad that you partnered together with the leadership of HARVEST CHURCH to welcome our guest home to HARVEST CHURCH to be a part of this family.

*Creating and enabling fully functioning followers of Jesus Christ.*

It all begins with you!!

## Guest Experience Training Seminar